

Introduction

C&K is committed to the health, safety and wellbeing of children, employees, and all visitors, including volunteers.

At C&K, child protection and safeguarding is a shared commitment – across leadership, governance, employees, families and centre visitors such as volunteers. As a signatory to the Queensland Government's Statement of Shared Commitment, C&K recognises that every interaction counts in creating an environment where children feel safe, secure and self-confident.

For the purposes of this procedure

A volunteer is a person who conducts child related volunteering more than six times at any regulated organisation (e.g. child care, children's sporting organisation) within a calendar year to donate their time or services without payment. Examples:

- A child's nanny being an excursion helper or
- A grandparent attending their grandchild's centre regularly to contribute e.g. regular cooking activity' or
- A 'grand friend' (age care resident) attending regularly (more than 6 times a calendar year) as part of an ongoing Intergenerational Program between centre and age care facility or
- A community member who attends the centre to support an activity with the children.

To volunteer at a C&K centre a person must:

- Not be a Restricted Person ; and
- Immediately stop work in regulated child-related work or volunteering if they become a restricted person.
- Hold a Blue Card if required (see Appendix 1)
- Hold a certificate of completion for the National Child Safety Foundation training.

A person is not a volunteer when they conduct child related work/volunteering LESS than seven times within a calendar year to donate their time or services at any regulated organisation without payment. This person is a visitor. Refer to Visitor Procedure. Examples:

- A parent/guardian or other authorised person spending time at the centre assisting their child to transition/settle into the program.
- A parent/guardian contributing to and participating in the program or completing tasks at their child's centre.

Registration and Induction Process

The following steps **must** be completed prior to a volunteer commencing.

Step 1:

Centre Director/Nominated Supervisor or Responsible Person in Charge will:

- Provide this procedure including induction checklist to the Volunteer.
- Complete and document (via C&K Volunteer and External Contractor Reference Check Form) one reference check including a focus on child safeguarding suitability questions.
- If the reference check identifies potential concerns, advise WHS. WHS will provide further advice as to whether the engagement of the volunteer is able to proceed.
- If there are no concerns with the reference check, meet with the Volunteer and work through/complete induction checklist.
- Meet with the Volunteer and work through/complete induction checklist.

Step 2:

Volunteer will:

- Complete induction checklist, including compliance training. Both must be completed prior to commencing work.
- The Centre/Site induction may be conducted on the Volunteer's first visit (prior to contact with children) provided all required other documentation has been submitted and approved by WHS.
- Provide Centre Director/Responsible Person in Charge or Manager with documentation as requested.
- If applicable, apply for Blue Card via the Blue Card Services Website.

Step 3:

Centre Director/Responsible Person in Charge or Manager will:

- Email completed (and signed) induction checklist and any other outstanding documents to whs@candk.asn.au.
- Where the Centre/Site Induction is conducted on the Volunteer's first visit (prior to working with children), ensure:
 - the completed induction checklist is submitted to WHS as soon as practicable following the visit, and
 - a copy is stored on the Volunteer's personnel file.
- Provide a copy of this procedure and completed induction checklist to volunteer.
- Create a personnel file for the Volunteer.

- Ensure Volunteer **does not** commence until a confirmation email has been sent from whs@candk.asn.au. A Volunteer cannot commence until an induction checklist has been completed, and their Blue Card has been linked to Blue Card portal.
- Instances of non-compliance with this procedure will be escalated to the relevant Regional Manager and Chief People Officer for management.
- Welcome the Volunteer by informing children, families and the team their commencement date, days/times and their role/responsibilities.

Step 4:

Workplace Health and Safety team will:

- Record details on C&K's Volunteer Register.
- Link Blue Card details to Blue Card portal.
- Send an email confirmation to Centre Director/Responsible Person in Charge or Manager when all items have been received and the Volunteer is eligible to commence at the Centre.
- Delink Volunteer from the Blue Card portal register when Centre Director/Responsible Person in Charge or Manager has confirmed via email they are no longer engaged at centre/site.
- Report any non-compliance with this procedure to the relevant Regional Manager and Chief People Officer.

Step 5: If the Volunteer continues for a period of longer than 12 months

Centre Director/Responsible Person in Charge or Manager will:

- Ensure the Volunteer completes an Induction Refresher every 12 months and this is documented using the Student, External Contractor or Volunteer working with Children 12-month Refresher Induction Record.
- Scan the completed form to whs@candk.asn.au
- Securely file the completed 12-month Refresher Induction Record in the Volunteer's centre personnel file.

Responsibilities

Centre Director/Nominated Supervisor or Responsible Person in Charge will:

- Complete all steps of the registration and induction process outlined in this procedure prior to the volunteer commencing.
- Prior to a volunteer commencing, advise (verbally and in writing) teachers and educators, volunteers must never be left in sole charge/care of a child(ren) for any length of time AND remain in sight of and under their supervision at all times when with children.
- Promptly inform the WHS team (whs@candk.asn.au), and remove volunteer details from the *Staff Schedule*, when volunteer is no longer engaged at the centre. Keep all volunteer records for 3 years from the last day of engagement at centre.
- Promptly report and document any concerns regarding the volunteers' conduct to ECEM and the WHS team.

Teachers and educators will:

- **NEVER** leave a volunteer alone with a child(ren) for any length of time.
- Supervise (within line of sight) volunteer when they are with children.
- Encourage volunteers to actively contribute their feedback and ideas to enhance and improve centre quality.

***** Refer to induction checklist for volunteer responsibilities *****

Volunteer Induction Checklist

Centre Details	
Centre Name	
Centre Address	
Centre Manager/Director Name	

Volunteer Details <i>This section is required in accordance with Education and Care National Regulation S149 (1)</i>		
Full Name		
Residential address	Street Address:	
	Suburb:	Postcode:
Email Address		
Contact Telephone Number		
Start Date (this must be completed)		
End Date (this must be completed)		

Volunteer Emergency Contacts	One	Two
Emergency Contact Name		
Emergency Contact Telephone Number		
Relationship to the Emergency Contact e.g. partner, mother, father etc.		
Is this person aware (and has agreed to) you are providing C&K with their personal information?	☐ Yes	☐ Yes

Blue Card/Exemption Card Information	
Are you a restricted person?	☐ No ☐ Yes Restricted Persons cannot be a volunteer at a C&K centre
Do you have a current blue card or blue card exemption?	☐ No ☐ Yes If Yes, provide the following information:
	Blue Card Type ☐ Blue Card ☐ Exemption Card
	Card Number
	Expiry Date
	Date of Birth

National Child Safety Training		
Foundation National Child Safety Training (mandatory from 27 Aug 2026)	Date of completion	

Reference Check	
<i>A minimum of one reference check must be completed and documented by the Centre Director/Nominated Supervisor or RPIC. Consent must be obtained from the Volunteer before contacting their referees.</i>	
First Name and Surname	
Relationship to Volunteer	
Contact Email	
Contact Telephone Number	
Do you consent to C&K contacting this person?	☐ No ☐ Yes

Key Volunteer Responsibilities

Prior to working with children, the centre Director/Nominated Supervisor or RPIC is required to facilitate a meeting with the volunteer to outline their key responsibilities listed below. To find out more, volunteers are strongly encouraged to access the associated policies and procedures available on the C&K Website – [Information for C&K Students, Volunteers and Contractors working with children](#).

Meeting Date(s)	
Facilitator Name (Centre Director/Nominated Supervisor or RPIC)	

Child Health, Safety and Safeguarding	Associated C&K policies and procedures
Child protection and safeguarding is a shared responsibility at C&K, across leadership, governance, C&K Representatives, and families. As a signatory to the Queensland Statement of Shared Commitment, C&K recognises that every interaction counts in creating learning and care environments where children feel safe, secure and self-confident. C&K embrace this safeguarding culture and enforce our zero tolerance for any abusive or inappropriate actions. We do this by creating inclusive, culturally safe, and nurturing environments where children are empowered to thrive through quality relationships and voice their perspectives with confidence, knowing that they will be heard and taken seriously. C&K's commitment to child protection and safeguarding aligns with the National Principles for Child Safe Organisations, Queensland Child Safe Standards and the Universal Principle for Cultural Safety. Safeguarding - Volunteers will: ☐ Always treat children with care, respect and dignity. ☐ Remain within the line of sight of a C&K educator at all times. ☐ Take all reasonable precautions to protect children from harm and hazard. ☐ Read appendix 2 of this procedure for child protection and abuse types and definitions. ☐ Immediately escalate child safety concerns (including allegations of child harm occurring at a centre) to the Centre Director/Nominated Supervisor or RPIC. If the concern, disclosure, or complaint is not addressed, escalate report to C&K Central - 3552 5300 feedback@candk.asn.au. C&K is required by legislation to report and investigate worker misconduct conduct to regulatory bodies such as the Queensland Department of Education (under the Education and Care Services National Law and Regulations) AND the Queensland Family and Child Commission (under the Reportable Conduct Scheme/Child Safe Organisation Act 2024 from 1 July 2026) ☐ Immediately escalate to the Centre Director/Nominated Supervisor or RPIC AND make a report to Child Safety (Regional Intake Service Department of Child Safety Seniors and Disability Services) if you have reasonable suspicion a child has suffered, is suffering or is at unacceptable risk of suffering, significant harm and there is not a parent/guardian willing and able to protect the child from harm. ☐ Immediately stop working and inform C&K if your 'working with children check' (Blue Card) is suspended, expired, cancelled or become a Restricted Person under the Queensland Blue Card System. ☐ Understand their responsibilities under the Reportable Conduct Scheme, including their duty to report immediately any concerns relating to child safety and wellbeing. Children's health and safety - Volunteers will: ☐ Role model and support sun-safe practices. When outside, Slip on protection clothing, Slop on sunscreen, Slap on a hat, Seek shade and Slide on sunglasses. ☐ At meal times, model healthy eating and positive attitudes to food and follow hygiene and food safety practices.	Code of Conduct Child Safety and Protection Policy Reporting an Allegation of Child Harm Occurring at Centre Procedure Child Centre Incident Reporting Procedure Sun Safety Procedure Nutrition and Food Safety Procedure Child Safe Sleep and Rest Procedure Supervision Procedure Outdoor Learning Environment Safety Procedure Interactions with Child Procedure

- ☐ Keep chemicals and other hazardous items out of reach of children. Store chemicals in locked cupboards. Do not keep key in lock.
- ☐ Implement centre risk minimising strategies to minimise children's exposure to known allergies. Do not bring any known food allergen into the centre.
- ☐ Assist educators to actively supervise children. Follow centre's supervision strategies.

Volunteers are never permitted to:

- ☐ Implement any form of inappropriate discipline towards a child.
- ☐ Be alone with a child for any length of time.
- ☐ Sexually, physically or emotionally harm children or employees.
- ☐ Exhibit grooming behaviours towards a child(ren), families or employee.
- ☐ Bring any hazardous items into the centre.
- ☐ Bring any clothing, toys or craft resources power by button batteries.

Electronic devices AND taking images and recordings of children	Associated C&K policies and procedures
C&K follow the <i>National Model Code for Taking Images or Videos of Children while Providing Early Childhood Education and Care (National Model Code)</i>. Refer to definitions on page 1 of this document. Volunteers will: ☐ When children are present at the centre, store personal electronic devices securely in a 'non-licensed area' not accessed and used by children. Wearable technology including a smartwatch or fitness/health tracker can be worn only if the device does not have the capability to capture, store or transmit images. ☐ When not working with children, access and use personal electronic devices in non-licensed areas when children are present at the centre. ☐ Only use a C&K-issued electronic device to record images of children. ☐ Frame photo to de-identify child wherever possible. ☐ In a developmentally appropriate way. Seek a child's informed consent before capturing their image. Refer to <u>ACECQA Information Sheet - Empowering children under 5 by asking them to give their consent</u> for practical guidance. ☐ Record and use images of children: • In a way that respects their rights, safety and security. • That positively showcases and documents their learning, including their strengths, interests and agency, and engagement with the learning environment and their peers. • That informs and supports pedagogical reflection and decision-making. Volunteers are never permitted to: ☐ Use a personal electronic device, personal online product/platform or personal electronic storage device to capture, share, store or transmit children's images. ☐ Use, control or have on their possession a personal electronic device that can record, share, store or transmit children's images when working directly with children, unless prior written authorisation has been obtained for an essential purpose, as listed in <u>Safe Management of Personal Electronic Devices at Centres Procedure</u>. * Personal electronic devices include wearable devices. Fitness trackers or other wearable device that cannot capture, share, store or transmit images can be worn when working with children. ☐ Use or have on their possession a personal electronic storage device. ☐ Use or access a personal online product/platform, such as email, social media, when working with children. ☐ Store a personal electronic device in any location accessed and used by children when children are present at centre. ☐ Force or coerce a child to be in a photograph or video if they don't want to. ☐ Record images of children: • in bathrooms, toilets, nappy change room/areas, cot/infant sleep rooms, cubbies and any location where a teacher or educator cannot see the image being taken;	<u>Safe Use and Management of Children's Images for the Educational Program Procedure</u> <u>Safe Use and Management of Personal Devices at Centres Procedure</u>

- not appropriately dressed, for example, in their underwear, in a state of undress, completely undressed or with their genitalia or underwear exposed;
- in a position that could be perceived as sexualised in nature; and
- when injured or in an emotionally distressed state or dysregulation escalation.

Confidentiality and Intellectual Property	Associated C&K policies and procedures
As a C&K volunteer you may obtain and/or have access to personal or sensitive information relating to C&K, enrolled children, families and/or C&K employees e.g. health information, contact information, child protection, personal issues, concerns or complaints and/or educational progress. Volunteers will: ☐ Be respectful of the privacy of children, families, employees and centre visitors. ☐ Be mindful of when and where discussions that include personal and/or sensitive information. Ensure information is not overheard by unauthorised persons. ☐ De-identify children's personal information. ☐ Immediately inform the Centre Director/Nominated Supervisor or RPIC OR C&K's Privacy Officer (privacy@candk.asn.au) of any suspicions or becoming aware of a confidentiality or data breach. ☐ Acknowledge that all intellectual property created during your time with C&K is owned by C&K. ☐ Agree that any idea, invention, design or copyrightable work developed (in whole or part) while engaged with C&K belongs to C&K, unless otherwise agreed in writing. Promptly disclose such creations, assign all rights to C&K, and cooperate in securing patents, without additional compensation Volunteers are never permitted to: ☐ Share personal or sensitive information outside C&K without prior written authorisation from C&K and, if applicable, the parent/guardian. ☐ Collect, store, use, disclose, or destroy personal or sensitive information except as required for their duties and with C&K's explicit authorisation.	Privacy Policy

Conduct and Obligations	Associated C&K policies and procedures
Volunteers will: ☐ Always demonstrate professional and ethical behaviour, in accordance with the C&K Code of Conduct and C&K values. ☐ Perform agreed tasks to the best of your ability. ☐ Use positive behaviour guidance and seek educator direction when needed. ☐ Raise concerns first with the Centre Director/Nominated Supervisor or RPIC as outlined in the <i>Grievance Procedure</i>. ☐ Show initiative, follow C&K educator directions, and seek guidance when needed. ☐ Be punctual and notify the centre promptly if absent or late. ☐ Sign in/out of the centre via Konnect as a 'Visitor.' Volunteers are never permitted to: ☐ Harass, discriminate, or vilify anyone based on their gender, race, ethnicity, sexuality, religion, age, disability, beliefs, opinions or background. ☐ Exclude children from the daily program. ☐ Complete children's personal care routines i.e. meal routines, nappy change and toileting routines, sleep and rest routines. ☐ Be in sole charge of a child at any time. ☐ Administer first-aid or medication to a child. ☐ Engage in inappropriate conversations about C&K, a C&K child, a C&K employee, or C&K family.	Code of Conduct Interactions with Children Procedure Supporting Children's Behaviour Procedure Complaint Management Procedure

Workplace Health and Safety	Associated C&K policies and procedures
C&K is committed to providing a safe and healthy workplace for children and C&K employees, students, volunteers, external contractors and visitors. Volunteers must comply with their obligations under the Work Health and Safety Act 2011 and C&K Workplace Health and Safety Policy and Procedures. Volunteers will: ☐ Immediately report hazards, near misses, accidents or incidents to the Centre Director/Nominated Supervisor or RPIC. ☐ Take reasonable care for their own health and safety and that of others. ☐ Follow displayed procedural posters, emergency maps and plans. ☐ Only perform tasks for which they have been trained, instructed, and have the necessary skills and ability. If unsure about any task, they will not undertake it and will immediately seek guidance. ☐ Comply with all reasonable or lawful direction of C&K employees, Volunteers are never permitted to: ☐ Be adversely affected by alcohol or other substance. ☐ Smoke or vape within the grounds of or within 5m from a centre boundary. ☐ Bring any vaping equipment or vaping substances to the centre. ☐ Bring any hazardous items to the centre e.g. button batteries. Equipment, clothing, or craft materials powered by button batteries are strictly prohibited.	<u>Workplace Health and Safety Policy Statement</u> <u>Child Centre Incident Reporting Procedure</u>

Centre/Site Induction

This may be conducted on the first visit to the site, provided it is completed before the Volunteer undertakes any work involving children.

Centre/Site Induction
☐ Centre Tour • Sign in/out as a 'Visitor' via iPad/Konnect • First Aid Officers • Location of toilets, handwashing facilities, first aid kits, secure storage for personal electronic device. ☐ Centre Emergency Evacuation and Lockdown Procedures: • Responsibilities • Location and use of fire equipment • Evacuation routes • Assembly point • Emergency contact numbers • Complete <u>Fire Safety Instruction Record Form</u> ☐ Identify known allergies and anaphylaxis relevant to children at the service. ☐ Outline relevant site hazards and risk assessment plan. Show location of risk assessment plan folder. ☐ Introductions – children, families and centre team (if required) ☐ Personal belongings and electronic device storage location. ☐ Brief overview of routines ☐ Other relevant service details: • •
NOTE: If the onsite induction has not been completed when other documentation is submitted, ensure this page is scanned and sent to whs@candk.asn.au, and filed in the external contractor's personnel file.

Volunteer Confirmation and Acknowledgement

I confirm:

- ☐ I have read, understood and will abide by the key responsibilities outlined this induction checklist.
- ☐ I will access C&K policies and procedures relevant to my responsibilities as a volunteer on the C&K Website – Information for C&K Students, Volunteers and Contractors working with children.
- ☐ I am not a Restricted Person under Queensland's Blue Card System. I:
 - ☐ have not been issued with a Negative Notice,
 - ☐ do not have a suspended Blue Card or Exemption Card,
 - ☐ am not a disqualified person, and
 - ☐ have not been charged with a disqualifying offence that has not been finalised.
- ☐ I hold the National Child Safety training certificate and understand I will be required to complete refresher training every 2 years.
- ☐ I have never been the subject of a workplace or regulatory authority investigation relating to child harm or inappropriate interactions with a child.
- ☐ I have never been convicted of a criminal offence relating to child harm or inappropriate interactions with a child.
- ☐ The information recorded in this induction checklist is true and correct.
- ☐ I will immediately inform the Centre Director/Nominated Supervisor in writing if any information I have provided to C&K changes.

I acknowledge and warrant that I have read, understood, and accept the following:

- ☐ The safety, rights, and best interests of children are the paramount consideration in all circumstances, in accordance with applicable statutory duties.
- ☐ As a volunteer with C&K, I am required to uphold and prioritise the safety, rights, and best interests of children in all my activities and interactions.
- ☐ I understand that any actions or decisions I make while volunteering must reflect this paramount consideration and comply with all relevant policies, laws, and professional standards designed to protect children.

By signing this document, I confirm my commitment to these principles and acknowledge that I am aware of my legal and ethical responsibilities regarding the protection and wellbeing of children.

Volunteer First Name and Surname			
Volunteer Signature		Date	

Handwritten or electronic signatures are acceptable. Typed names are not recognised as valid

Centre Director/Nominated Supervisor Confirmation and Acknowledgement

I confirm:

- ☐ All items of this induction checklist have been completed and documents obtained.
 - ☐ Copy of Current Blue Card/Exemption Card (if applicable)
 - ☐ One reference check complete and document (via C&K Volunteer and External Contractor Reference Check Form)
 - ☐ Copy of Geecko Foundation National Child Safety Training certificate (mandatory requirement for all volunteers from 27 August 2026).
- ☐ I have provided a copy of this procedure and the completed induction checklist to the volunteer.
- ☐ A personnel file for the volunteer has been created.
- ☐ A copy of this induction checklist and all required supporting documents have been scanned and emailed to whs@candk.asn.au
- ☐ I have securely filed this completed induction checklist and documentation in the volunteer's centre personnel file.

Centre Director / Nominated Supervisor First Name and Surname			
Centre Director / Nominated Supervisor Signature		Date	

Handwritten or electronic signatures are acceptable. Typed names are not recognised as valid

Appendix One – Blue Card Requirements

- The person must not be a restricted person
- Parent volunteers (where their child is present) do not require blue card.
- Persons working at or volunteering at any regulated organisation (e.g. child care, children's sporting organisation) for 7 or more times in a year require a Blue Card.
- A valid Blue Card/ exemption card or (AHPRA is required external contractors)
- Students under the age of 18 completing placement for a qualification/degree do not require a Blue Card. NOTE: Students under the 18 who are employed/engaged by the service (e.g. trainee) will require a Blue Card.
- Without a valid Blue Card (or AHPRA) the person cannot commence at a C&K Centre until it is receive/held, and it has been registered on the online Blue Card portal by C&K. NO LINKED CARD NO START.
- A registered health practitioner may not require a Blue Card if their study relates to their current AHPRA registration. A Blue Card **is** required if their duties are outside of the scope of their AHPRA registration.

Appendix Two – Definitions

Volunteer

A person who conducts child related volunteering more than six times at any regulated organisation (e.g. child care, children's sporting organisation) within a calendar year to donate their time or services without payment. Examples:

- A child's nanny being an excursion helper; or
- A grandparent attending their grandchild's centre regularly to contribute e.g. regular cooking activity' or
- A 'grand friend' (age care resident) attending regularly (more than 6 times a calendar year) as part of an ongoing Intergenerational Program between centre and age care facility or
- A community member who attends the centre to support an activity with the children.

Not a volunteer

A person who conducts child related work/volunteering LESS than seven times within a calendar year to donate their time or services at any regulated organisation without payment. This person is a visitor. Refer to [Visitor Procedure](#).

Examples:

- A parent/guardian or other authorised person spending time at the centre assisting their child to transition/settle into the program.
- A parent/guardian contributing to and participating in the program or completing tasks at their child's centre.

Images

Still photos and video recordings. Images of children are classified as personal information and are recorded, used and stored in strict compliance with the [Privacy Policy](#) and this procedure.

Electronic device

Any device capable of recording, storing, sharing or transmitting images, including but not limited to smartphones, wearable technology including smartwatches and smart glasses, tablets, cameras and computers.

Personal Electronic Device

Any electronic device owned or controlled by a person capable of capturing, storing or transmitting an image, that is not the property of C&K (as the Approved Provider) or Affiliated Centre Approved Provider. Examples include, but are not limited to, smartphones, tablets, cameras, computers, and wearable technology including smartwatches and smart glasses.

C&K-Issued Electronic Device

Any electronic device capable of capturing, storing or transmitting and image or storing or storing, sharing or transmitting images, that is the property of C&K (as the Approved Provider) or Affiliated Centre Approved Provider. Examples include, but are not limited to, to smartphones, tablets, cameras and computers.

Electronic Storage Device

USBs, portable hard drives and memory cards able to store and transport files and images.

Personal Online Platform

Any online or cloud-based platform not approved by C&K, that can store, share or transmit images, that a C&K centre employee, student, volunteer, or contractor who works with children has a registered account. Including but not limited to, personal email account, any type of social media account or web-based graphic design platform.

Working directly with children

Being physically present with a child or children at the time, and employed, engaged or appointed to provide education and care to the child or children at that time.

Transmitting

Includes sharing a photo by text message, email, USB/hard drive, uploading to any social media or information sharing platform or any other form of distributing an image or recording, including live streaming.

Reportable Conduct

Under the Queensland Reportable Conduct Scheme (Child Safe Organisation Act 2024), all organisations that work with or provide services for children, including early childhood education and care centres, are required to report the following worker conduct to the Queensland Family and Child Commission, as per *Child Centre Incident Reporting Procedure*.

- A child sexual offence
- Sexual misconduct committed in relation to, or in the presence of a child
- Ill-treatment of a child
- Significant neglect of a child
- Physical violence committed in relation to, or in the presence of a child
- Behaviour that causes significant emotional or psychological harm to a child.

For further information and examples refer to *Information Sheet – What conduct is reportable?*

Physical Abuse: Intentional use of physical force against a child that results in or has the likelihood of resulting in harm for the child's health, survival, development or dignity. Physical abuse does not always leave a visible mark or injury.

- Physical abuse includes (but not limited to):
- punching, hitting, pushing, kicking, dragging, shoving, shaking, strangling, biting, spitting
- burning, poisoning
- use of implements
- threatening physically harm

Emotional Abuse

Verbal or symbolic acts towards a child and/or a pattern of failure over time to provide the child with adequate non-physical nurturing and emotional availability. Emotional abuse includes (but not limited to):

- persistent rejection
- withholding affection
- isolation from social experiences
- hostility, bullying, yelling, criticism, terrorising
- exposure to domestic and family violence

Sexual Abuse

Occurs when an adult, other child or adolescent uses their power or authority to involve a child in sexual activity.

Sexual abuse includes:

- touch and non-touch, and may include (but not limited to):
- kissing or holding a child in a sexual manner
- exposing a sexual body part to a child
- having sexual relations with a child
- talking/interacting with a child in a sexually explicit way
- making obscene phone calls or remarks to a child
- sending obscene mobile text messages or emails to a child
- persistently intruding on a child's privacy
- penetrating of a child's vagina or anus by penis, finger, or any other object
- oral sex
- incest
- showing pornographic films, magazines, or photographs to a child
- having a child pose or perform in a sexual manner.
- forcing a child to watch a sexual act
- coercing a child to perform a sexual act on themselves, another child, or with an adult
- Commercial Sexual Exploitation of Children (CSEC) - child is sexually abused or exploited in exchange for money (or anything valuable to the child, such as food or protection) including child sex trafficking, sexual exploitation of children for prostitution, making or sharing child sexual abuse material for profit and livestreaming child sexual abuse.

Grooming

Involves a person manipulating a child, their parents or guardians and/or significant persons such as teachers and educators to gain trust, build rapport and establish control to create opportunities to sexually abuse the child.

Grooming often occurs gradually and may take in person or online. Grooming behaviours may include (but are not limited to):

- Building the child's trust by offering presents, special attention, treats or opportunities to spend time together. This may involve playing games or engaging in non-sexual physical contact to build familiarity and comfort.
- Showing favouritism by treating a child as more special or mature than others or giving one child excessive attention to the exclusion of others.
- Gaining the trust of adults by presenting as caring, reliable, and trustworthy to reduce suspicion and increase access to the child.
- Creating secrecy through comments such as "This is just between us" or other actions that discourage the child from sharing information.
- Testing boundaries by engaging in seemingly innocent physical contact that escalates over time into inappropriate or sexualised behaviour (e.g. rough play, wrestling, or touching private body parts).
- Shaping the child's perceptions by confusing their understanding of what is appropriate, leading the child to feel responsible or to blame for the situation.
- Making inappropriate or sexualised comments about their relationship with the child or the child's body.
- Spending one-on-one time with a child in isolated or private areas rather than in visible, supervised spaces or offering parents to babysit.
- Using physical affection even when the child shows discomfort, reluctance or resistance e.g. telling the child to kiss them.
- Overstepping social and professional boundaries e.g. showing up to child's birthday party uninvited with a gift, offers to do things for you, like repairs or gardening.
- Being alone with a child when there is no professional reason for doing so.

Neglect

Occurs when a child's basic needs are not met, impacting their health or development. this includes (not limited to) inadequate food, shelter, hygiene, medical care, clothing or supervision. The Australian Institute of Family Studies identifies six types of neglect: physical neglect, supervisory neglect, abandonment, educational neglect, medical neglect and emotional neglect.

Inappropriate Discipline

Any form of corporal punishment, or any disciplinary practice that is unreasonable or inappropriate. It is an offence under Section 166 of the *Education and Care Services National Law* for a nominated supervisor, teacher or educator to subject a child to corporal punishment or to discipline that is unreasonable or inappropriate. Examples of inappropriate discipline include (but not limited to):

- physically dragging, hitting, pushing, slapping, pinching or biting a child
- force-feeding a child
- yelling at, belittling or humiliating a child
- locking children away (or isolating them)
- depriving a child of food or drink
- unreasonable restraint of a child (this may include restraint in a chair or cot)
- excluding children from events
- moving children to another room as punishment
- consistently moving children to the office or other space away from the play areas
- verbally or physically threatening a child

Inappropriate interactions

Includes (but not limited to):

- negative labelling of child or family
- criticising a child's actions or behaviours
- discouraging a child from taking part in activities
- blaming or shaming a child
- making fun of or laughing at or about a child
- using sarcastic or cruel humour with or to a child
- excessive use of negative language to a child, such as, "no" "stop that!" "don't..." "you never..."

Interactions with Children Procedure and Supporting Children's Behaviour Procedure lists examples of inappropriate interactions with children and behaviour guidance strategies.

Inappropriate conduct

Any behaviour or action by a C&K representative that is directed toward a child and causes, or has the potential to cause, harm. It also includes behaviour that undermines a child's safety, dignity, rights, or overall wellbeing. Examples include, but are not limited to:

- any form of child abuse physical, emotional, sexual (including grooming) and neglect.
- corporal punishment or any form inappropriate discipline.
- ignoring a child needs, deliberately causing a child emotional distress.
- yelling, shaming, belittling or using threatening or intimidating language toward a child.

Interactions with Children Procedure and Supporting Children's Behaviour Procedure lists examples of inappropriate interactions with children and behaviour guidance strategies.

Restraint

Any action that limits a child's movement or freedom. Unreasonable restraint occurs when physical control is used inappropriately, excessively, or as punishment. This includes holding a child when there is no immediate safety risk, using force that causes pain or injury, or restraining a child to control behaviour or enforce compliance. Restraint should only ever be used to protect from imminent harm, never to discipline, intimidate, or manage behaviour, and any instance of restraint should be carefully documented and reviewed to ensure it was reasonable and necessary.

Reasonable restraint may occur when it is absolutely necessary to prevent immediate harm to the child or others, for example, stopping a child from running into traffic, physically harming themselves, or attacking another person. In such situations, restraint should be:

- Proportionate to the risk of harm,
- Used only as a last resort
- For the shortest time necessary, and
- Performed in a safe and respectful manner that protects the child's dignity.

Appendix Three – Approved essential purposes for use a personal electronic device when working with children

Approved Essential Purpose	Authorisation Required	Authorisation Required
Receive urgent, essential communication regarding a critically ill or dying family member	To be determined in consultation with the person and at the discretion of Centre Director/Nominated Supervisor	Written authorisation of the Centre Director/Nominated Supervisor via <i>Use of Personal Electronic Device for Essential Purposes Authorisation Form</i>
Electronic device used to manage a diagnosed medical condition e.g. blood glucose meter/glucometer or heart monitor.	Throughout the person's engagement with centre	
Electronic device to assist hearing loss/impairment and/or speech/language impairment/disorder e.g. Augmentative and Alternative Communication Device and/or hearing device.	Throughout the person's engagement with centre	