Blue Card Services
Working together to keep kids safe

Child and Youth Risk Management Strategy
Self assessment checklist

Organisations and business operators providing services to children regulated by the *Working with Children (Risk Management and Screening Act 2000* ([the Act](#)) are required by law to develop, implement and annually review a [Child and youth risk management strategy](#) (RMS).

Your organisational RMS must address eight mandatory requirements under the *Working with Children (Risk Management and Screening) Regulation 2020* ([the Regulation](#)).

Failure to do so may constitute an offence, and penalties may apply.

This checklist will support you to:

- Promote a child safe culture within your organisation;

- Clearly demonstrate your commitment to ensuring the safety and wellbeing of children; and

- Confirm that your organisation's RMS meets the legislative requirements under the Regulation.

The checklist is a *guide only*. While you must have an RMS that addresses each of the eight mandatory requirements, it is important to consider whether each element listed below the mandatory requirements is relevant to your organisation. If so, consider how your existing policies and procedures address the requirements, and whether any adjustments or additions should be made to your RMS.

Self assessment checklist

How to complete the checklist

1 On page 3, insert the name of your organisation, the name of the person undertaking the checklist and the date it was completed.

2 Each of the eight mandatory requirements of an RMS are set out on the pages that follow.

For each mandatory requirement, a series of considerations are described in the 'Relevant Issues' column. This information is provided so you can consider whether the identified issue is relevant to your organisation and, if so, whether or not the issue is covered in your existing RMS.

For each relevant issue, tick one box to indicate whether:

✓ It is 'Not relevant to your activities' ie. it does not apply to your organisation or the activities you conduct with children and young people.

✓ 'A well-developed policy exists' ie. the issue is already covered by your organisation's RMS.

✓ 'Further work is needed' ie. your RMS may cover the element listed, however it could be enhanced to better address risks particular to your service environment.

3 For each section, there is a column for recording the location of supportive resources. For example, you may have a series of existing documents covering the recommended elements for inclusion in your RMS, such as a *Handbook for Students, Parents and Visitors* that sets out expectations regarding behaviour and language or *Guidelines for Contractors* that includes sign-in procedures and supervision requirements.

4 Upon completing the checklist, you should have a good indication as to whether your organisational RMS adequately considers risks to children and young people within your service environment, and whether any further work is required to develop or enhance policies and procedures to mitigate identified risks.

5 For those columns where you marked a '✓' in the 'Further work is needed' column, you should ensure your organisation considers how to address the relevant issue and ensures relevant policies and procedures are incorporated into your RMS.

Self assessment checklist

Your details

Organisation's name	Organisation Ref:
Person completing this checklist:	Date:

The eight mandatory requirements:

1. Statement of commitment

In compliance with Schedule 1, section 4 of the Regulation, your Child and Youth RMS must include a statement of your organisation's commitment to child safety, well-being and protection of harm by the person at your organisation who is responsible for the development and implementation of your RMS ('the responsible person'). Your statement of commitment should address the following:

Does your RMS clearly outline:	Yes	No	**Supportive resources (list)** eg. your Safe Practices Policy (with section number), Mission Statement or Organisational Values. **If you answered 'No', please outline why.**
The name of the person responsible for developing and implementing the RMS?			
The overall purpose of your RMS?			
How your RMS promotes children's wellbeing and protects them from harm?			
How your organisation protects the human rights of children and young people?			

Self assessment checklist

2. Code of conduct

Relevant issues	Not relevant to our activities	A well developed policy exists	Further work is needed	Supportive resources (list) OR if you selected 'Not relevant to our activities', please outline why.
Appropriate and inappropriate language – Does your RMS include clear examples of:				
Appropriate language? eg. using encouraging, positive words, pleasant tone of voice, honest and open communication.				
Defining inappropriate language? eg. swearing, racial comments and sexually suggestive comments or jokes.				
Inappropriate *use* of language? eg. insults, criticism, name calling, yelling, and bullying.				
Behaviour management strategies – Does your RMS clearly outline:				
Clear guidelines for staff about managing challenging behaviour of children? eg. listing typical situations with appropriate and inappropriate responses.				
The process to make children aware of acceptable and unacceptable behaviour? eg. a warning system and escalation procedure.				
The consequences of unacceptable behaviour for parents, children and anyone involved with your organisation?				
Supervision of children and young people – Does your RMS clearly outline:				
The staffing ratios required in relation to supervision and how this directly limits opportunities for unsupervised access to children?				
If and/or when parents are required to stay during activities and how this is communicated/agreed to?				
The arrangements for drop off and collection of children, and the procedures that apply if a child is not collected on time? eg. who stays, who has contact details, etc.				
The procedure for staff and volunteers if there is an issue during collection? eg. an adult is violent or intoxicated.				

Self assessment checklist

2. Code of conduct *continued*

Relevant issues	Not relevant to our activities	A well developed policy exists	Further work is needed	Supportive resources (list) **OR if you selected 'Not relevant to our activities', please outline why.**
Physical contact with children and young people – Does your RMS clearly outline (cont.):				
When physical contact with children is appropriate? eg. to assist with an activity; demonstrate a skill; provide first aid, etc.				
How physical contact with children is to be conducted? eg. explain the purpose and type of contact with the child beforehand, document when first aid is provided, processes to document parental consent, etc.				
One-on-one contact and relationships with children and young people – Does your RMS clearly outline:				
Risk management procedures? eg. ensuring that interactions between children and adults are visible to others at all times.				
Whether staff may have contact/business with children outside your service environment? eg. at social activities or private child-minding.				
Whether staff/volunteers may have contact with children on social media or via mobile phone/email? eg. to relay messages, join a private Facebook page to share photos/updates, etc.				
The circumstances in which it is appropriate to give a child a gift, and/or if there is a limit on the cost of the gift?				
Transportation of children and young people – Does your RMS clearly outline:				
The circumstances when transportation of children is required?				
Safeguards to be put in place when children are transported? eg. seeking parental consent; ensuring drivers are licensed; ensuring vehicles are registered and insured; ensuring child restraints/car seats are available and, if required, properly fitted.				
Change rooms and toilets – Does your RMS clearly outline:				
Guidelines balancing the need for supervision and privacy for children and young people? eg. adults announce entry to the room before entering; adults are not in change rooms with children without another person present.				

Self assessment checklist

2. Code of conduct *continued*

Relevant issues	Not relevant to our activities	A well developed policy exists	Further work is needed	**Supportive resources (list)** **OR if you selected 'Not relevant to our activities', please outline why.**
Change rooms and toilets – Does your RMS clearly outline (cont.):				
Practical scenarios to explain how children and young people should be supported to travel to the toilet and ways to maintain their safety? eg. checking the toilet area before the child enters, then standing at the entrance; children travelling to the toilet in pairs.				
Health and safety – Does your RMS clearly outline:				
Children's needs for sleep and rest? eg. identifying fatigue and exhaustion.				
Hygiene? eg. supporting a child to obtain hygiene products, if needed.				
Sun safety? eg. sunscreen policy; identifying heat exhaustion, heat stroke and dehydration.				
Water safety? eg. ratios for children in the water, flotation devices and CPR signage/training; procedures to ensure children's privacy while changing after water sports/play; if water areas are accessible when visiting another location etc.				
Regular checking of the physical premises and equipment safety checks? eg. checks of fences, playground and sports equipment.				
Emergency and evacuation procedures, including in languages to meet the needs of your stakeholders? eg. clearly identified meeting points and escape routes.				
Management of illness and injury – Does your RMS clearly outline:				
How first aid will be administered? eg. by who, what level of certification is required to be maintained, with what equipment, what is recorded and where is this stored etc.				
Procedures to deal with infectious diseases and allergic reactions? eg. COVID-safe policies, EpiPens.				

Self assessment checklist

2. Code of conduct *continued*

Relevant issues	Not relevant to our activities	A well developed policy exists	Further work is needed	Supportive resources (list) OR if you selected 'Not relevant to our activities', please outline why.
Management of illness and injury – Does your RMS clearly outline (cont.):				
How staff will gain knowledge and understanding of the required responses to medical conditions of children? eg. staff/volunteers are aware of children who have asthma, anaphylaxis or epilepsy, and know the required procedures in the event of an incident.				
Organisational behaviour standards – Does your RMS include:				
Policies that meet the requirements of the Human Rights Act 2019? eg. cultural rights, privacy etc.				
Guidelines that outline the behaviours which constitute bullying, discrimination, and sexual harassment?				
Policies that outline the organisation's culture of inclusivity and protection of all children? See our toolkit for more examples.				
The action/s taken by your organisation, following an incident, and how it will be investigated and recorded?				
Culturally inclusive practices – Does your RMS clearly outline:				
How your organisation creates a culturally safe environment?				
Procedures on how to reflect upon your current policies to ensure cultural safety and collaboration?				
How your organisation is committed to respect and include Aboriginal and Torres Strait Islander peoples' particular cultural rights, as outlined in the *Human Rights Act 2019* (section 28)?				
Photography – Does your RMS clearly outline:				
When the use of photography is appropriate? eg. seeking and documenting parental consent; whether the photograph is age-appropriate etc.				

Self assessment checklist

2. Code of conduct *continued*

Relevant issues	Not relevant to our activities	A well developed policy exists	Further work is needed	Supportive resources (list) **OR if you selected 'Not relevant to our activities', please outline why.**
Photography – Does your RMS clearly outline (cont.):				
Policies limiting the use of identifying information with a child's photograph?				
How photographs are stored, for how long, and who has access to them?				
Appropriate publication of photographs? eg. mechanisms in place to prevent the reproduction of photographs.				
Technology and social media – Does your RMS clearly outline:				
The circumstances in which, if at all, photographs can be made public eg. photos can be taken and only posted to a private page, or not shared on any form of social media.				
In which circumstances technology can be used in your service environment? eg. mobile phones, computers, portable devices.				
Expected standards of behaviour when your organisation's official sites and social media platforms are used? eg. who is authorised to post or comment on your wesite/ Facebook/Twitter/Instagram etc.				
Policies that address cyberbullying within your service environment and outline how staff/volunteers will recognise, report, and respond to these situations?				
On-going education for staff and volunteers around current social media platforms, in order to recognise mental health changes in children and young people?				
Policies that outline the organisation's view on live-streaming functionalities on social media platforms?				
Appropriate/inappropriate use of electronic devices? eg. using an organisation's phone/camera for personal use.				

Self assessment checklist

2. Code of conduct *continued*

Relevant issues	Not relevant to our activities	A well developed policy exists	Further work is needed	**Supportive resources (list)** **OR if you selected 'Not relevant to our activities', please outline why.**
Technology and social media – Does your RMS clearly outline (cont.):				
Appropriate/inappropriate conduct on social media? eg. public comments, private pages and situations where a person can be identified as a representative of the organisation.				
Appropriate/inappropriate connections on social media? eg. whether, when and how staff/volunteers can interact with children and young people on these platforms such as direct messaging and friend requests.				
Policies that promote safe online practices for children and young people including information and resources for parents?				
Substance use, including tobacco, vaping, alcohol, drugs and medications – Does your RMS clearly outline:				
Whether smoking/vaping is permitted in your service environment/s and, if so, are there designated smoking/vaping areas? eg. a map to highlight these areas.				
Policies and processes to ensure staff/volunteers are not intoxicated or under the influence of drugs, including prescription medication, which may impair their ability to care for children?				
Policies regarding the consumption of alcohol at child-related activities/events? eg. fundraising events, awards nights at the venue location.				
Processes for ensuring medications are used and stored safely? eg. parental consent is documented, medication is labelled and given to staff, or staff are advised, and the child is supported to access their medication, as required.				
Visitors and spectators – Does your RMS clearly outline:				
Visitor supervision/sign-in procedures? eg. ensuring visitors are aware of and agree to a code of conduct.				
Clear expectations of what is considered to be appropriate and inappropriate behaviour by parents/family members attending services/participating in activities?				
The consequences of a breach in behaviour standards? eg. a spectator may be asked to leave in the event of abusive or unruly behaviour.				

Self assessment checklist

2. Code of conduct *continued*

Relevant issues	Not relevant to our activities	A well developed policy exists	Further work is needed	Supportive resources (list) OR if you selected 'Not relevant to our activities', please outline why.
Confidentiality and privacy – Does your RMS include:				
Secure storage for confidential information? eg. locked cabinets or lockable storage rooms; secure network folders or applications.				
Clear guidelines on who can access confidential information? eg. user levels for electronic files, password protections or locked drawers/cabinets.				
Clear timeframes and processes for the storage/destruction of information?				
Policies around what information may be provided to internal and external stakeholders on request?				
Guidelines on who can provide comments to external stakeholders about your organisation's policies?				

3. Recruitment, selection, training and managing staff

	Not relevant to our activities	A well developed policy exists	Further work is needed	
R**ecruitment processes** – Does your RMS include:				
Job descriptions outlining levels of supervision, qualifications, skills and experience required and any mandatory checks? eg. working with children check.				
Job advertisements that clearly state your organisation's commitment to protecting children from harm and include information on **Restricted Persons** and **Restricted Employment.**				
Job advertisements that reflect your organisation's work environment, child-safe culture, and the expected skills/requirements of the position?				
Screening processes – Does your RMS include:				
Selection criteria for all roles in the organisation to measure candidates' suitability for appointment?				

Self assessment checklist

3. Recruitment, selection, training and managing staff *continued*

Relevant issues	Not relevant to our activities	A well developed policy exists	Further work is needed	Supportive resources (list) **OR if you selected 'Not relevant to our activities', please outline why.**
Screening processes – Does your RMS include (cont.):				
A structure/procedure for shortlisting candidates based on their skills, knowledge, and qualifications?				
A structure for interviews which include standardised open questions/scenarios as experienced within your service environment, to ensure the candidate is aligned with your organisation's values, child-safe culture and complies with the code of conduct?				
Mandatory referee checking, including checklists and questions that ensure comprehensive reference checks are obtained? ie. "Has the candidate ever had any suspicions or reports made about their behaviour?"; "Can you tell me about a time when you observed the applicant manage a child with challenging behaviours?"				
Selection processes – Does your RMS include:				
Appropriate record keeping for the panel's selection criteria for interviewed candidates, their referee checks and any other checks conducted to assess suitability for appointment?				
A probationary period of employment to assess the suitability and fit of a new employee within your service environment?				
Staff training – Does your RMS include:				
Mandatory reporting obligations to report sexual offending against a child by another adult to police (section 229BB, Criminal Code)?				
Obligations for staff to reduce or remove a known risk of sexual offending against a child by an adult associated with an institution (section 229BC, Criminal Code)?				
Documented induction/orientation processes for all staff, including information on Restricted Persons and Restricted Employment (outlining the offences for both the person and the organisation)?				

Self assessment checklist

3. Recruitment, selection, training and managing staff *continued*

Relevant issues	Not relevant to our activities	A well developed policy exists	Further work is needed	**Supportive resources (list)** **OR if you selected 'Not relevant to our activities', please outline why.**
Staff training – Does your RMS include (cont.):				
Provision for regular and on-going training to ensure staff skills and experience are maintained and updated with emerging fields of risk? ie. slang, social media and cyberbullying.				
Identification of mandatory training, including frequency of training requirements? eg. child protection training.				
The requirement for a training plan for staff/volunteers regarding policies and procedures for managing disclosures and suspicions of harm? ie. Identifying harm and knowing who to report to internally and externally.				
Management of staff (professional development and performance appraisal) – Does your RMS clearly outline:				
Regular professional supervision/development allowing staff to seek support, or issues to be formally raised?				
Clear processes for performance appraisals for staff and supervisors?				
A clear statement of the aims of performance appraisals?				
Record-keeping procedures for confidentiality, storage and access to staff performance appraisal documentation?				
A clear complaints management process? eg. parents/ staff know how and to whom to make a complaint.				
Clear disciplinary procedures for breaches of the RMS, and associated policies and procedures				

Self assessment checklist

4. Handling of disclosures or suspicions of harm

Relevant issues	Not relevant to our activities	A well developed policy exists	Further work is needed	Supportive resources (list) OR if you selected 'Not relevant to our activities', please outline why.
What constitutes abuse and harm – Does your RMS include:				
Definitions around different types of harm? ie. physical, psychological or emotional, neglect, cultural abuse, sexual abuse or exploitation.				
Information about risks of and ways to identify abuse and harm?				
Reporting processes for a suspicion or disclosure of harm – Does your RMS clearly outline:				
Reporting processes that are suitable for all stakeholders in your service environment? eg. processes for children who may be unable to complete an incident report.				
Mandatory reporting obligations under the Criminal Code, sections 229BB and 229BC?				
Mandatory reporting obligations under relevant legislation? eg. Teachers, Doctors, Registered Nurses, Police, child advocates and child care professionals under the *Child Protection Act 1999* and other people as outlined in the *Civil Liability and Other Legislation Amendment Act 2019*.				
Defined timeframes for reporting and actioning disclosures of harm?				
Contact details for external authorities? eg. Queensland Police Service and Department of Child Safety.				
Clear processes that explain the roles and responsibilities of officers within your organisation if there is a disclosure or suspicion of harm?				
Requirements and procedures to maintain the confidentiality of information related to a disclosure of harm, including names and details of the persons involved and any associated documentation.				
Appropriate support or counselling that can be provided to those involved in the reporting process?				

Self assessment checklist

4. Handling of disclosures or suspicions of harm *continued*

Relevant issues	Not relevant to our activities	A well developed policy exists	Further work is needed	Supportive resources (list) OR if you selected 'Not relevant to our activities', please outline why.
Managing suspicions or disclosures of harm – Does your RMS include:				
Information to assist staff if a child makes a disclosure of harm?				
Contact numbers for organisations providing support to a staff member who makes a report and a child who makes a disclosure? ie. Victims Assist, Kids Helpline and Aboriginal and Torres Strait Islander family wellbeing services.				
A template for recording a disclosure or suspicion of harm?				

5. Managing breaches

Conducting a review of your policies and procedures after an incident – Does your RMS clearly outline:				
The requirement to review the RMS after actioning a disclosure or suspicion of harm to ensure its effectiveness and whether it requires any changes and/or follow up actions.				
Actions which breach your RMS – Does your RMS clearly outline:				
What actions or inactions amount to a breach of your RMS?				
The process your organisation will take to record, investigate, and finalise breaches?				
Processes for managing breaches – Does your RMS clearly outline:				
Who is responsible for the management of different types of breaches?				
The processes for reporting breaches? ie. staff and parents are clear on who to contact, and how they can progress a concern of a breach.				

Self assessment checklist

5. Managing breaches *continued*

Relevant issues	Not relevant to our activities	A well developed policy exists	Further work is needed	Supportive resources (list) **OR if you selected 'Not relevant to our activities', please outline why.**
Processes for managing breaches – Does your RMS clearly outline (cont.):				
The process for managing the different types of breaches?				
The potential outcomes for a breach, depending upon the type of breach and its seriousness? ie. a breach of the code of conduct may result in disciplinary action or formal external referral to another body (e.g. Queensland Police) depending upon the seriousness of the breach.				
A requirement to record details of any breach, including outcomes?				
Requirements and procedures to ensure appropriate confidentiality is maintained in relation to breaches?				

6. Compliance with the blue card system

Annual review of your RMS – Does your RMS clearly outline:				
The requirement for an annual review to reflect current legislation including the obligations for blue card holders?				
The requirement for an annual review to continue to be effective in addressing risks of harm to children and young people?				
The requirement for an annual review to reflect and consider whether any incidents occurred, whether your procedures were followed and whether any changes are required as a result?				

Self assessment checklist

6. Compliance with the blue card system *continued*

Relevant issues	Not relevant to our activities	A well developed policy exists	Further work is needed	Supportive resources (list) **OR if you selected 'Not relevant to our activities', please outline why.**
Blue card requirements* – Does your RMS clearly outline:				
Your organisation must maintain up-to-date records, either written or electronic, that: 1. List the details of all staff or volunteers including their full name, date of birth, blue or exemption card number, blue or exemption card status and expiry date. This is known as an "employee register". If your organisation uses the online Organisation Portal to manage your blue card holder requirements, this can be used to meet this requirement. 2. List the full names and dates of birth of all staff and volunteers at your organisation who are not required to hold a blue card and why – eg. the person is not working with children; the person is not engaged in child-related activities that require a blue card; or an exemption applies – such as the "parent volunteer" exemption. You must also consider whether the person is a restricted person. The Organisation Portal does not currently have the functionality to maintain records of people who do not require a blue card, so you must maintain a separate register for these individuals. Download our employee register template to help you meet your obligations.				
The person responsible for managing blue card applications and outcomes?				
Processes to ensure Blue Card Services are notified when a new employee is engaged?				
Processes and communication to ensure blue card renewal applications are lodged on time?				

* *Your organisation can only lodge applications for individuals engaged, or proposing to engage, in regulated child-related activities. Your organisation should not adopt a policy requiring individuals to obtain blue cards if they will not be providing regulated child-related services.*

Self assessment checklist

6. Compliance with the blue card system *continued*

Relevant issues	Not relevant to our activities	A well developed policy exists	Further work is needed	Supportive resources (list) **OR if you selected 'Not relevant to our activities', please outline why.**
Blue card requirements continued – Does your RMS clearly outline:				
Processes to manage changes in police information?*				
Processes to manage high risk notifications? ie. your staff know what to do if an individual is issued with a negative notice; has their blue card suspended or cancelled; has their application withdrawn, etc.				

7. High risk activities and special events

How to identify high risk activities and special events – Does your RMS:				
Provide information for staff regarding possible issues to be addressed? Such as: • Transportation • Toileting/change room procedures • Appropriate supervision of children and ratios of adults to children • A policy in relation to photographs • Managing medications and allergies • Managing illness/injury • Procedures applying to visitors • Any risks presented by the physical environment.				
Establishing the context and identifying potential risks – Does your RMS clearly outline the need to determine:				
The nature of the activity?				
The environment/location of the activity?				
The stakeholders involved?				

* *Staff and volunteers are no longer required under the Act to tell you if they have had a change in police information and the organisation no longer has the obligation to report these changes to Blue Card Services. Blue card holders and applicants are now required by law to notify Blue Card Services of any change in their police information, and confirm their regulated employment at the time of the change.*

Self assessment checklist

7. High risk activities and special events *continued*

Relevant issues	Not relevant to our activities	A well developed policy exists	Further work is needed	Supportive resources (list) **OR if you selected 'Not relevant to our activities', please outline why.**
Establishing the context and identifying potential risks – Does your RMS clearly outline the need to determine:				
Potential risks of harm to children and young people associated with the activity?				
The likelihood and consequences of the identified risks?				
The level of risk? eg. low, moderate, high, extreme.				
Strategies that should be put in place to mitigate the identified risks?				

8. Communication and support strategies

Access to your RMS				
Do all stakeholders know how/where to access your organisation's RMS?				
Development of your RMS				
Do you have processes to ensure all stakeholders are involved in the development and review of your RMS eg. have you consulted children and young people during the development stage? Using their own words to create codes of conduct/safety policies? And have staff and parents been consulted?				
Communication – The following ideas may be useful/relevant in assisting you to embed a culture of risk management and child safe practices within your organisation:				
Information sessions about your RMS provided to stakeholders.				

Self assessment checklist

8. Communication and support strategies

Relevant issues	Not relevant to our activities	A well developed policy exists	Further work is needed	Supportive resources (list) OR if you selected 'Not relevant to our activities', please outline why.
Communication – The following ideas may be useful/relevant in assisting you to embed a culture of risk management and child safe practices within your organisation (cont.):				
Information about your policies and procedures incorporated into your newsletters or other publications.				
Specific strategies developed to encourage the engagement of children (where age appropriate) to ensure they understand how to keep themselves safe, and what to do if they feel unsafe.				
Bulletin boards and posters used to visually promote your organisation's commitment to safe and supportive environments for children and young people.				
Relevant aspects of your RMS incorporated within your staff professional development, performance plans and training plans.				
Training materials are available for staff and other stakeholders.				
Support processes				
Does your RMS provide for support processes to assist staff and other stakeholders, if an issue arises? eg. employee assistance programs, workplace health and safety programs, counselling services, etc.				

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Need help?

Phone us on 1800 113 611 or 07 3211 6999.
Or visit our website at www.qld.gov.au/bluecard.
If you need an interpreter, contact Language
Loop on 1800 512 451.

DELIVERING FOR QUEENSLAND

Queensland Government