



Child Safe Organisation

Implementation Booklet

autismqld.com.au

Welcome



Acknowledgement of Country

Autism Queensland (AQ) acknowledges the importance and value of the reconciliation journey with Traditional Custodians and Owners of all the lands and waters on which we live and work.

We acknowledge the wisdom of Elders past and extend our respect for the valuable contributions of Elders present and those emerging leaders who willingly share cultural knowledge. Our teams recognise the significance of connections between country and culture for Aboriginal and Torres Strait Islander peoples as we walk together toward participation, opportunity, and choice.

Contact Information



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If you suspect a child is at immediate risk of harm/abuse, call Triple Zero (000).

Contact us if you have a concern at AQ:



Email: css@autismqld.com.au



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Child Safety Commitment



Autism Queensland (AQ) is committed to the safety, wellbeing, and inclusion of all children and young people. We uphold and actively promote the [Queensland Child Safe Organisations Standards](#), ensuring our practices prioritise the rights, voice, and safety of every child.

We have zero tolerance for any form of harm or abuse, including physical, sexual and psychological abuse, as well as neglect. We recognise and respect the diverse backgrounds and experiences of the children and families we support. We are committed to:

- Fostering a culture of inclusion, equity, and respect for all children and young people, including those with disability, from culturally and linguistically diverse backgrounds, and who identify as LGBTQIA+.
- Ensuring cultural safety and responsiveness in our engagement with Aboriginal and Torres Strait Islander children, families, and communities, recognising their enduring connection to land, culture, and community.

All AQ staff, volunteers, carers, and community members who attend AQ sites are expected to:

- Act in the best interests of children and young people at all times.
- Encourage and support children, young people, and their families to have a voice and participate in decisions that affect them.
- Respond promptly and appropriately to any concerns, suspicions, or allegations of harm.

Queensland Child Safe Organisation Standards:

- 1 Leadership & culture:** Child safety and wellbeing is embedded in the entity's organisational leadership, governance, and culture.
- 2 Voice of children:** Children are informed about their rights, participate in decisions affecting them, and are taken seriously.
- 3 Family & community:** Families and communities are informed and involved in promoting child safety and wellbeing.
- 4 Equity & diversity:** Equity is upheld and diverse needs respected in policy and practice.
- 5 People:** People working with children are suitable and supported to reflect child safety and wellbeing values in practice.
- 6 Complaints management:** Processes to respond to complaints and concerns are child-focused.
- 7 Knowledge & skills:** Staff and volunteers of the entity are equipped with the knowledge, skills, and awareness to keep children safe through ongoing education and training.
- 8 Physical & online environments:** Physical and online environments promote safety and wellbeing and minimise the opportunity for children to be harmed.
- 9 Continuous improvement:** Implementation of the Child Safe Standards is regularly reviewed and improved.
- 10 Policy & procedures:** Policies and procedures document how the entity is safe for children.

If you suspect a child is at immediate risk of harm/abuse, call Triple Zero (000).

Contact us if you have a concern at AQ:

- ✉ Email: css@autismqld.com.au
- ☎ Phone: (07) 3273 0000

Universal Principle



Cultural Safety

AQ actively incorporates the universal principle that recognises the unique rights of Aboriginal and Torres Strait Islander children to feel safe, be heard, and maintain connection to culture, community, and Country.

AQ's commitment is reflected in its Reconciliation Action Plan, cultural competence training, and inclusive policies that prioritise respectful engagement with First Nations communities.

Intake and goal-setting processes are designed to be culturally responsive, ensuring that Aboriginal and Torres Strait Islander children and families are supported in ways that honour their identity and lived experiences.

The Client Safety and Wellbeing Working Group, alongside leadership and frontline staff, ensures that cultural safety is embedded in daily practice, with ongoing review and adaptation of services to meet the needs of diverse communities.

Through these measures, AQ ensures that Aboriginal and Torres Strait Islander children are safe, respected, and empowered within all aspects of its service delivery.

Standard 1 – Leadership & Culture

Child safety and wellbeing is embedded in organisational leadership, governance, and culture.

AQ embeds child safety and wellbeing into its leadership, governance, and culture through public commitments, influence through action, strong oversight, comprehensive training, and a focus on risk management and safeguarding policies.

Public Commitment to Child Safety

- AQ makes a clear and public commitment to child safety.
- This commitment is prominently displayed on AQ's website and in public and employees areas at all facilities.
- AQ's *Child Safe Organisation Commitment* reflects the organisation's dedication to safeguarding children.

Leadership and Cultural Integration

- A child-safe culture is actively promoted and demonstrated across all levels of the organisation, from senior leadership to frontline employees.
- All child safety incidents are reported to the CEO who informs the Board.
- Safety and wellbeing are central to AQ's principles, forming one of the organisation's five core values.
- Meeting agendas include dedicated discussions on safety, including child protection matters.
- AQ recognises the importance of continued focus on cultural competence evidenced by a *Reconciliation Action Plan* submitted to Reconciliation Australia.

Governance and Oversight

- Governance structures ensure the effective implementation of the *Child Safeguarding Policy* at all levels.
- AQ employs a permanent full time Client Safety and Wellbeing Manager to oversee and prioritise child safety across the organisation.
- The *Client Safety and Wellbeing (CS&W) Working Group*, composed of senior managers, ensures child safety is integrated into AQ's leadership, governance, and culture.

Code of Conduct

- AQ has a dedicated *Child Safety Code of Conduct* that outlines the expected behaviours and responsibilities of employees, contractors, and volunteers.
- The broader AQ *Code of Conduct* reinforces these expectations and associated responsibilities of employees, aligning with other AQ policies and procedures.
- All AQ employees must complete mandatory annual Code of Conduct training, covering expectations, AQ processes, and diversity and inclusion.

Risk Management

- AQ's risk management strategies focus on preventing, identifying, and mitigating risks to children and young people.
- Key documentation supporting these efforts include the *Child and Youth Risk Management Strategy*, *Risk Management Policy & Framework*, and *Risk Register*.
- AQ provides child safeguarding and risk management training to all employees, focusing on Types of abuse, indicators of abuse, risk assessment, and protective measures.

Information Sharing and Record Keeping

- Employees and volunteers are trained to understand their obligations regarding information sharing and record keeping.
- Child Safeguarding training is part of a suite of mandatory training modules completed by all employees during onboarding and annually thereafter.
- New employees members participate in an Induction Program, which includes an overview of child safeguarding policies, procedures, documentation protocols, and mandatory reporting requirements.

This structured, comprehensive approach reflects AQ's commitment to embedding child safety and wellbeing throughout its leadership, governance, and culture.

Standard 2 – Voice of Children

Children are informed about their rights, participate in decisions affecting them, and are taken seriously.

At AQ, we ensure that children and young people are informed about their rights, actively participate in decisions that affect them, and are treated with respect.

Rights Awareness

- AQ displays “Who Can I Talk To” posters in all client-facing areas to promote safety awareness.
- Self-advocacy skills are explicitly taught to students at AQ School.
- Resources on children’s rights are accessible to clients, and their families across all AQ services.
- A *Supported Decision-Making Guideline* and tool is available to support people to live their life in the manner they decide, affording the person the right to take reasonable risks to allow growth, choice and control and a good quality of life.
- AQ policies and procedures focus on the importance of human rights.
- Goal-setting and independent support plans prioritise the rights of the child, focusing on individual goals, cultural needs, and support requirements.

Peer Support

- The Health and Physical Education (HPE) curriculum at AQ School includes explicit instruction on personal, social, and community health, with a focus on friendship and self-advocacy skills.
- Group based services emphasise building relationships and fostering supportive communities.
- Restorative practices are embedded into group programs to foster relational based problem solving.
- Lived experience expertise is incorporated into many group based and consultancy services to ensure peer connection with others.



Safety Education

- AQ employees utilise a range of resources related to safe relationships and sexual abuse prevention to effectively support children and young people.
- Annual Child Safeguarding training is mandatory for all AQ employees, with regular supervision, including monthly reviews of child protection incidents at all management levels.
- Continuous professional development related to child safety and well-being is provided.

Child Friendly Communication

- Employees children and young people actively participate in goal-setting.
- Student Representative Council members are supported to meet regularly and engage with the School Leadership Team.
- AQ has established a framework (*Collabor8*) to enhance service delivery and support child engagement in their service planning.
- Supported decision-making is a fundamental aspect of AQ's service provision.
- AQ has a commitment to the development of inclusive and accessible documentation.
- Communication supports (including visual supports, translators, etc.) are used to ensure deep understanding and informed decision making by children and young people.
- AQ has worked collaboratively with children and young people to understand what safety means to them.

AQ's approach is focussed on empowering children and young people by actively informing them of their rights and involving them in decision-making processes.

Standard 3 – Family & Community

Families and communities are informed and involved in promoting child safety and wellbeing.

At AQ we ensure that the families and communities around children and young people are informed and involved in promoting child safety and wellbeing.

Participation in Decision Making

- **Goal Setting & Reviews:** Families work collaboratively with AQ to set individual goals for the child and review their progress.
- **Decision-Making Process:** Families are invited to take part in discussions and decisions about their child's programs and services.
- **Family & Adult/Adolescent Goal Setting Tool:** AQ has developed a specialised tool to facilitate goal setting with families and young people, ensuring that their input directly informs the planning and support provided.

Open Communication

- **Enrolment/Client Intake Meetings:** These initial meetings provide families with essential information about AQ's child-safe practices and policies.
- **Accessible Information:** Relevant child safety and wellbeing information is readily accessible to families and communities, fostering trust and collaboration.
- **Strategic Planning:** AQ's strategic planning processes ensure AQ adapt to the changing and expanding needs of the communities they serve.
- **Public Commitment Statements:** AQ's *Child Safe Organisation Commitment* statements and policies are displayed in all physical locations and are available on the website for transparency and included in correspondence with clients and their families.
- **Universal Design Principles:** AQ incorporates universal design principles with an aim to ensure all information about services and outcomes are accessible to all people, regardless of their abilities, gender, preferences, or cultural background.
- **Flexibility:** Flexible engagement options will offer people an opportunity to participate in a way that aligns with their preferences, respecting variances in communication and information processing.

Policy & Practice Development

- **AQ Advisory Committee:** This group is a formal avenue for community members to provide input on the development and review of AQ's services and policies.
- **Surveys:** AQ regularly send surveys to gather feedback on the family's experiences and suggestions for improvement.
- **Feedback:** The AQ website allows families and stakeholders to provide feedback anytime, ensuring that their voices are heard and incorporated into decision-making.
- **Consultation & Co-Design:** AQ works closely with clients, community organisations and groups regarding co-design. A dedicated inclusion team, who have specialist expertise in facilitating co-design, work collaboratively with the community to embed user-voice into all service design, resource development and review processes.
- **AQ School:** Each AQ School campus has an established *Parents and Friends Community* and a *Student Representative Council*.

Informed About Operations & Governance

- **Publicly Available Policies:** AQ's policies related to privacy, child safeguarding, risk management strategies, diversity and inclusion, complaints and feedback are readily accessible on the website.
- **Commitment Statements:** The *Child Safe Organisation Commitment* statements are available both online and at AQ's physical locations.
- **Annual Reports:** AQ publishes annual reports on the website, providing detailed insights into the organisation's operations, achievements, and governance.
- **Social Media & Newsletters:** AQ uses social media and newsletters to regularly share updates about operations, governance, and any changes in policies or practices.
- **Stakeholder Meetings:** AQ conducts meetings with stakeholders to discuss the organisation's operations and governance, particularly in relation to child protection and wellbeing.

By implementing these strategies, AQ ensures that families and communities are not only informed about but also actively engaged in promoting the safety, wellbeing, and development of children. This collaborative approach ensures that families have a voice in the services and support they receive, while also fostering a culture of transparency and accountability within the organisation.

Standard 4 – Equity & Diversity

**Equity is upheld,
and diverse needs
respected in policy
and practice**

AQ upholds Standard 4 by fostering a person-centered, inclusive approach that ensures equity and respect for the diverse needs of children and young people. The organisation demonstrates its commitment through policies, training, and practices that create culturally safe and accessible environments.

Understanding & Supporting Individual Circumstances

Policy & Values:

- AQ's *Client Diversity and Inclusion Policy* reflects its commitment to embracing the unique identities and experiences of every individual.
- Diversity and Inclusion is a core organisational value, embedded in leadership discussions, strategic planning, and operational practices at all levels.

Employee Training & Development:

- Employees receive Diversity and Inclusion training and have access to comprehensive resources to enhance their cultural competence.
- The *Reconciliation Action Plan (RAP)* working group provides ongoing guidance, resources, and training to support respectful engagement with Aboriginal and Torres Strait Islander communities.
- AQ is actively responsive to the needs of the LGBTQIA+ community through targeted initiatives and professional development opportunities.

Promoting Accessibility & Inclusive Information/Support

- AQ ensures children and young people have access to clear, culturally safe, and accessible information.
- Crisis support documents and LGBTQIA+ resources are available.
- AQ provides easy-read complaints process materials, empowering individuals to voice concerns confidently and independently.
- Lived experience expertise is incorporated into many group based and consultancy services to ensure peer connection with others.



Responding to Diverse Needs with a Person-Centred Approach

- AQ takes proactive steps to meet the needs of Aboriginal and Torres Strait Islander children, children with disabilities, children from culturally diverse backgrounds, children who are unable to live at home, and those who identify as LGBTQIA+ via intake, discovery and goal setting meetings.
- Governance processes ensure that inclusivity and safety are prioritised in all organisational policies and practices.
- AQ database and forms reflect gender diversity.

Empowering Self-Advocacy

- Children and young people are supported to build self-advocacy skills, fostering independence and confidence.
- Service enrolment processes explicitly gather information regarding clients with disability and their personalised learning, development and support needs.
- All AQ clients have personalised plans to support their access to learning, development, and community engagement which incorporate cultural values.

Collaborative & Transparent Leadership

- Weekly communications are sent to AQ employees from the CEO ensure organisation wide awareness.
- A Client Safety and Wellbeing Manager oversees and promotes best practices in creating safe, supportive environments.
- A dedicated *Client Safety and Wellbeing Working Group* actively reviews and promotes culturally safe and inclusive practices and environments.
- Client safeguarding and WHS are standing agenda items on all team meetings.

AQ's commitment to diversity and inclusion is deeply embedded in its culture, ensuring that every child and young person feels valued, respected, and supported in ways that meet their individual needs.

Standard 5 – People

People working with children are suitable and supported to reflect child safety and wellbeing in practice.

AQ implements Standard 5 with a robust, professional approach that ensures all personnel working with children and young people are suitable, well-prepared, and supported to reflect child safety and wellbeing values in their practice.

Rigorous Recruitment Process

- Child safety is emphasised in recruitment.
- Job advertisements clearly outline AQ's commitment to child safety, including mandatory Blue Card (*Working with Children Check*) requirements.
- A minimum of two referees is required for all permanent or fixed-term candidates as part of a thorough pre-employment screening process.
- AQ's *Recruitment and Selection Policy and Procedure* specifies mandatory screening, including *NDIS Worker Screening Clearance* for NDIS services.
- Employees, volunteers, and contractors must have an approved and verified Blue Card and/or professional registration (e.g. teacher, speech pathologist, or occupational therapist) before commencing work.
- All personnel working within AQ services are required to complete *NDIS Worker Orientation Module - Quality Safety and You* prior to commencing with AQ.
- Recruitment processes are inclusive and AQ values diversity and inclusion in the workforce.

Monitoring Compliance

- AQ's People and Culture team maintains an up-to-date log of Blue Card and/or registration status for all employees, volunteers, and contractors, ensuring ongoing compliance.
- Visitors to AQ sites will comply with AQ visitor screening procedures to ensure ongoing compliance.
- Internal audits are completed to ensure compliance.
- Non-State Schools Accreditation is current and maintained including mandatory student welfare standards.

Comprehensive Induction & Training

- All new employees and volunteers participate in a structured induction program that includes responsibilities regarding child safety and wellbeing.
- All employees must complete an online client safeguarding training module within the first month of commencement, followed with a mandatory annual refresher. Safeguarding training includes types of abuse, indicators of abuse, risk and protective factors, legislation, mandatory reporting, privacy and record keeping.
- All employees undergo mandatory training on AQ's policies and procedures, AQ's *Code of Conduct, Complaints & Feedback Management, Incident Management, Suicide Prevention, Risk Management*, and diversity and inclusion.

Ongoing Awareness

- Safeguarding is a standing agenda item in AQ team meetings, reinforcing its importance and ensuring regular updates.
- Active supervision and leadership is focussed on the commitment to child safeguarding.
- Focus on child safety in supervision meetings further facilitate employees awareness.
- Senior managers actively participate in the *Client Safety and Wellbeing Working Group*, ensuring initiatives and decisions related to child safety are communicated effectively to all employees.

Transparent Communication

- Weekly CEO updates include relevant information on client safety and wellbeing, fostering organisation-wide alignment with child protection goals.

Through rigorous recruitment, structured training, and ongoing supervision, AQ ensures that all employees and volunteers are equipped to prioritise the safety and wellbeing of children and young people in every aspect of their work, ensuring people working with children and young people are suitable and supported to reflect child safety and wellbeing values in practice .

Standard 6 – Complaints Management

**Processes to
respond to complaints
and concerns are
child focused.**

AQ upholds Standard 6 by maintaining child-focused, accessible, and culturally safe processes to address complaints and concerns. These practices prioritise the safety, dignity, and rights of children and young people while ensuring transparency and accountability at every level of the organisation.

Accessible & Child-Centred Complaint Handling

AQ has a clearly defined *Complaints & Feedback Management Policy* that:

- Outlines roles and responsibilities for leadership, employees, and volunteers.
- Specifies approaches to managing various types of complaints, breaches of policy, or the Code of Conduct.
- Details obligations to act and report concerns promptly and appropriately.
- The policy is guided by key principles that emphasise respect, safety, and fairness for all parties involved.

Culturally Safe & Inclusive Processes

- An easy-read complaints & feedback management policy is available on the AQ website to ensure accessibility for children, young people, and families.
- Information on how to make a complaint is included in materials provided to clients and carers.
- AQ prominently displays "Who Can I Talk To?" posters in all client-facing areas, providing clear guidance for children and young people on seeking help.
- AQ has an expectation of clear communication and prompt responses to all complaints.
- AQ allow complaints to be made in multiple ways – in person, by phone, in writing, by email or online webform.

Responsiveness to Complaints

- Complaints are acknowledged within 48 hours and thoroughly investigated.



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- Complainants are provided with updates on the progress of their case, ensuring transparency, unless the complaint has been submitted anonymously.
- Complaints related to clients are prioritised.

External Reporting Obligations

- AQ's *Complaints & Feedback Management Policy* and *Incident Management Policy & Procedures* outline the processes for reporting complaints and concerns to relevant authorities, including situations where external reporting is legally required.
- AQ ensures timely cooperation with external agencies when required.

Policy Integration

- The *Child Safeguarding Policy* and *Child Protection Procedures* reinforce mandatory reporting requirements and provide clear guidance on responding to complaints or allegations involving children.
- AQ *Code of Conduct* and *Child Safety Code of Conduct* further details employees' responsibilities.

Executive Oversight

- Senior managers and the Executive Leadership Team (ELT) oversee complaint handling and external reporting, ensuring that policies are rigorously followed.
- The CEO provides a monthly report to the Board on client safeguarding matters and complaints, ensuring high-level oversight.

Fostering Trust & Transparency

- AQ's processes are designed to empower children, young people, and families to raise concerns confidently, knowing they will be treated with respect and their safety prioritised.

AQ's commitment to child-focused complaint handling processes underscores its dedication to creating a safe, responsive, and inclusive environment for children, young people, and their families. These measures not only promote accountability but also build trust and confidence in AQ's commitment to safety and wellbeing.

Standard 7 – Knowledge & Skills

Employees and volunteers are equipped with the knowledge, skills, and awareness to keep children and young people safe through ongoing education and training.

AQ is committed to equipping its employees and volunteers with the knowledge, skills, and awareness necessary to keep children and young people safe. Through comprehensive and ongoing education and training, AQ ensures that its workforce is prepared to implement child safeguarding policies and procedures and foster safe, supportive environments.

Employees and volunteers are trained and supported to effectively implement the organisation's *Child Safeguarding Policy*.

- All employees are required to attend an induction session that includes information relating to client safeguarding.
- All senior managers are required to support and guide employees to implement the *Child Safeguarding Policy* which includes regular discussion in team meetings, case discussions and supervision sessions.

Employees and volunteers receive training and information to recognise indicators of harm.

- All AQ Employees are required to complete mandatory training annually which explains types of abuse, indicators of abuse, risk and protective factors, legislation and mandatory reporting requirements, privacy, accurate documentation and AQ processes.

Employees and volunteers receive training and information to respond effectively to issues of child safety and wellbeing and support colleagues who disclose harm.

- AQ employees and volunteers receive training and information on a regular basis relating to issues relating to child safety within individualised training sessions, supervision, team meetings, and external resources and training.
- AQ have a collaborative approach to managing issues related to child safety and wellbeing where senior employees support in managing incidents and reporting.

Employees receive training and information on how to build culturally safe environments for children and young people.

- Employees receive ongoing education through internal and external training opportunities to build culturally safe and inclusive environments.
- Employees working in external inclusion services undergo additional training through external organisations' requirements regarding child safety.
- Supervision sessions provide additional opportunities to address cultural competency and adapt practices to meet the needs of diverse communities.
- AQ include diversity and inclusion training as an annual requirement within the *Code of Conduct* training. This training details how AQ provides culturally responsive safe environments .

AQ ensures its employees remain well-informed and equipped through regular updates, external partnerships, and reflective practices. This commitment to ongoing education and evidence based practice creates a workforce that prioritises the safety, wellbeing, and cultural needs of all children and young people.

Standard 8 – Physical & Online Environments

AQ is committed to creating both physical and online environments that promote safety and wellbeing, while minimising the risk of harm to children and young people.

Physical and online environments promote safety and wellbeing and minimise the opportunity for children to be harmed.

Online & Physical Environments

- AQ employees and volunteers proactively identify and address potential risks in both online and physical settings, ensuring that a child's right to privacy, access to information, social connections, and learning opportunities are not compromised.
- AQ ensures all online environments comply with *Australian Privacy Principles* to maintain safety and confidentiality.
- Regular activity and environmental risk assessments are conducted to evaluate and ensure the ongoing safety and wellbeing of all clients.
- AQ employees engage in external training programs to stay informed on emerging online risks and best practices for mitigating them.
- The use of online environments is governed by the organisation's *Child Safety Code of Conduct* and overall *Code of Conduct* and *Child Safeguarding Policy*.
- AQ ensures that all online interactions, including telehealth sessions, adhere to policies related to *Child Safeguarding*, *Privacy*, *Code of Conduct*, and *Client Diversity and Inclusion* and *Cyber Security*.
- Risk management plans are developed to address potential risks associated with AQ sites, external community and organisational settings, activities, and the physical environment.
- Comprehensive risk assessments and management plans are created for each client, taking into account their specific activities, environment, and behaviours.
- Physical environments are regularly maintained, with outdoor spaces, including playground equipment, monitored to ensure compliance with current safety standards.

Through these measures, AQ ensures a comprehensive approach to safeguarding the safety and wellbeing of children and young people across all environments, both physical and online.

Standard 9 – Continuous Improvement

AQ is committed to the continuous improvement of its child safe practices, ensuring they are consistently reviewed and enhanced to provide the highest standards of safety and wellbeing for children and young people.

**Implementation
of the Child Safe
Standards is regularly
reviewed and
improved.**

Continuous Improvement

- AQ consistently reviews, evaluates, and enhances its child safe practices to ensure ongoing compliance and effectiveness.
- AQ has established a *Client Safety and Wellbeing Working Group* that plays a central role in reviewing, evaluating, and driving improvements in child safe practices.
- The AQ Board regularly reviews and assesses the organisation's child safe practices to ensure they remain relevant and effective.
- Complaints, concerns, and safety incidents are thoroughly analysed to identify underlying causes and systemic issues, with a focus on informing continuous improvement.
- All complaints and safety incidents are systematically reviewed to pinpoint potential risks and areas requiring enhancement.
- Policies and procedures are reviewed and updated in response to employees or client feedback that highlights potential concerns or areas for improvement.
- AQ ensures that the findings of reviews are communicated to all stakeholders directly impacted, ensuring transparency and accountability.
- AQ regularly engages its Advisory Committee to seek input and ensure improvements are aligned with best practices and stakeholder needs.

Through this ongoing review process, AQ ensures that its child safe practices remain effective, responsive, and continuously improve to meet the evolving needs of the children and young people it serves.

Standard 10 – Policy & Procedures

Policies and procedures document how the organisation is safe for children and young people.

AQ committed to maintaining a safe environment for children and young people by ensuring its policies and procedures are comprehensive, accessible, and aligned with national and State child safe standards.

Policies and procedures address all *National Child Safe Principles* and *Queensland Child Safe Standards*, ensuring comprehensive protection for children and young people.

- The *National Child Safe Principles* are incorporated into AQ's *Child Safeguarding Policy* and the *Child and Youth Risk Management Strategy*.
- AQ ensures that *Client (Adult) & Child Safeguarding Policies*, which include the *National Child Safe Principles*, are referenced in multiple other policies and procedures across the organisation.

Policies, procedures, and documents are written in clear, easy-to-understand language, ensuring accessibility for all stakeholders.

- AQ includes clear, step-by-step child protection procedures, making them straightforward for employees and volunteers to follow.

Best practice models and stakeholder consultation inform the development of policies and procedures.

- The development and review of AQ policies and procedures is guided by the *NDIS Quality & Safeguarding Framework* and audit processes.
- AQ School is accredited and audited by the *Non-State Schools Accreditation Board (NSSAB)*.
- AQ has established a *Consumer Advisory Committee (AQAC)* to provide ongoing input.
- AQ School *Student Representative Council* members engage regularly with the School leadership team.



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- AQ engages in regular stakeholder surveys to guide the development and refinement of policies and procedures across all areas.
- AQ has various working groups dedicated to creating and updating policies related to client care.

Leaders champion and model compliance with policies and procedures.

- AQ senior managers participate in the *Client Safety and Wellbeing Working Group*, ensuring they model compliance in all aspects of their work.
- The AQ Executive Leadership Team (ELT) consistently models compliance, with regular updates from the CEO reminding employees and volunteers of their responsibility to adhere to policies and procedures.

Employees and volunteers understand and implement policies and procedures effectively.

- All employees receive training to understand and implement policies and procedures.
- Managers ensure all employees understand and comply with policies and procedures.
- Policies and procedures are regularly reviewed in line with the *Quality Management Policy & Framework* and updated in response to feedback, ensuring they remain clear and easy to understand

By consistently reviewing, updating processes, AQ ensures that its practices reflect the highest standards of safety and compliance for children and young people.



A life of participation, opportunity, and choice.

Autism Queensland is here to help.
Reach out if you have any questions: css@autismqld.com.au