

## **Duty of Care (Including Child Code of Conduct – Child Safety and Wellbeing) Policy and Procedure**

**Date of Implementation – 7 January 2026**

**Authorisation - Chief Executive Officer**

### **Policy**

This policy and procedure reflect and enhances Rise Education and Training core values and ethical activity at the highest level. These core values, while important for all ages, are of the highest priority for young people to have the right to an environment where they are treated with respect, integrity and safety, with an absolute right to be protected from harm in its many forms.

### **Child Code of Conduct – Child Safety and Wellbeing**

All Rise Education and Training personnel are required to observe child safe principles and expectations for appropriate behaviour towards and in the company of children and are responsible for supporting the safety, participation, wellbeing and empowerment of children by:

- Adhering to Rise Education and Training Duty of Care (Including Child Code of Conduct) Policy and Procedure at all times and upholding Rise Education and Training's Statement of Commitment to Child Safety at all times.
- Participating in all compulsory training and professional development including accredited and non accredited training on child safety and wellbeing.
- Treating all children and young people with respect, regardless of race, sex, gender identity, sexual orientation, language, religion, political or other opinion, nationality, cultural background, financial situation, disability or other characteristics.
- Taking all reasonable steps to protect children from abuse.
- Listening and responding to the views and concerns of children, particularly if they are telling you that they or another child has been abused and/or are worried about their safety or the safety of another child.
- Promoting the cultural safety, participation and empowerment of Aboriginal, Torres Strait Islander and South Sea Islander children.
- Promoting the cultural safety, participation and empowerment of children with culturally and/or linguistically diverse backgrounds.
- Promoting the safety, participation and empowerment of children with a disability.
- Ensuring as far as practicable that adults are not left alone with a child.
- Reporting any allegations of child abuse to the Child Safety Officers, Rise Education and Training Chief Executive Officer and ensure any allegation are reported to the Police or Department of Child Safety.
- Reporting any child safety concerns to the Child Safety Officers and Rise Education and Training Chief Executive Officer. If an allegation of child abuse is made, ensure as quickly as possible that the child(ren) is safe.
- Encouraging children to 'have a say' and participate in all relevant organisational activities where possible, especially on issues that are important to them.
- Promoting friendships and encourage children and young people to support their peers.

- Reporting any conflicts of interest (such as an outside relationship with a child) that may affect the ability to perform a role.
- Respecting the privacy of children and their families, including keeping all personal information confidential unless required by law to share it.
- Informing parents and carers if there are situations that need to be safely managed but are outside the boundaries of this Child Code of Conduct (such as undertaking one-on-one training sessions).
- Promote the Child Safe Standards and Universal Principles
- Upholding the rights of the child and always prioritising their needs.

**Personnel must not:**

- Develop any 'special' relationships with children that could be seen as favouritism.
- Exhibit behaviours with children which may be construed as unnecessarily physical.
- Put children at risk of abuse.
- Do things of a personal nature that a child can do for themselves.
- Engage in open discussions of a mature or adult nature in the presence of children.
- Use inappropriate, hurtful or offensive behaviour or language in the presence of children.
- Express personal views on cultures, race or sexuality in the presence of children.
- Discriminate against any child, including because of culture, race, ethnicity or disability.
- Have organised contact with a child or their family outside of our organisation without our child safety officer's knowledge and / or consent.
- Have any inappropriate online contact with a child or their family.
- Ignore or disregard any suspected or disclosed child abuse.
- Condone or participate in illegal, unsafe, abusive or harmful behaviour towards children – this includes physical violence, sexual abuse, emotional or psychological abuse, grooming, neglect or sexual misconduct.
- Ignore or disregard any concerns, suspicions or disclosures of child abuse or harm.
- Exaggerate or trivialise child abuse issues.
- Fail to report information to police if I know a child has been abused.
- Touch children in a way that is unnecessary or unsuitable and falls outside what is reasonable for Rise Education and Training services delivery purposes.
- Persistently criticise and/or denigrate a child.
- Deliberately prevent a child from forming friendships.
- Verbally assault a child or create a climate of fear.
- Offer children and young people alcohol, cigarettes or other drugs.
- Show children pornographic images, share details of sexual experiences with a child or use sexual language or gestures in the presence of children.
- Have unauthorised contact with children and young people online, on social media or by phone.
- Take photographs, screenshots or share images of children involved in activities that are not authorised or required for Rise Education and Training service delivery activities.
- Be alone with a child when there is no professional reason for doing so.

By observing these standards all personnel acknowledge individual responsibility to immediately report any breach of this Child Code of Conduct to the Child Safety Officers and Rise Education and Training Chief Executive Officer. All third-party contractors are also expected to abide by the Child Code of Conduct, and where they are engaging with children will have to sign an agreement to comply with the code, prior to delivering any services.

Rise Education and Training enforces this policy, the Child Code of Conduct and all other child safety and wellbeing standards and principles. Potential breaches by anyone will be investigated and may result in restriction of duties, suspension or termination of employment or engagement or other corrective action.

Some breaches of this Child Code of Conduct may need to be reported to the Police, or to the relevant Commission for Children and Young People. Our complaint handling processes below provide more information about our reporting obligations to external authorities as well as describing protections and confidentiality provisions for anyone making a report.

If any person in a position of authority within our organisation becomes aware of a substantial risk that a child may become the victim of a sexual offence committed by an adult associated with the organisation (for example, an employee, contractor or volunteer), and they have the power or responsibility to reduce or remove the risk, then they must take all reasonable steps to do so.

A person in authority who negligently fails to take appropriate action to address the risk may be charged with the criminal offence of 'failing to protect' and may face a term of imprisonment. If an adult reasonably believes a sexual offence has been committed by an adult against a child under the age of 18, they must report it to Police by calling 000 or going to their local police station. Failure to disclose the information may be a criminal offence.

### **Legislative Framework**

Providing services nationally, Rise Education and Training has implemented a Child Safe Framework aligned to national legislative requirements including, but is not limited to:

- *United Nations Convention on the Rights of the Child;*
- *Child Safe Organisational Act 2024*
- *Children and Young People Act 2008 (ACT);*
- *Child Protection (Working with Children) Act 2012 (NSW);*
- *Child Protection Act 1999 (QLD);*
- *Care and Protection of Children Act 2014 (NT);*
- *Commission for Children and Young People and Child Guardian Act 2000 (QLD);*
- *Children's Protection Act 1993 (SA);*
- *Working with Children Act 2005 (VIC);*
- *Child Wellbeing and Safety Act 2005 (VIC) (including Child Safe Standards);*
- *Children, Youth and Families Act 2005 (VIC);*
- *Crimes Act 1958 (VIC);*
- *Wrongs Act 1958 (VIC);*
- *Registration to Work with Vulnerable People Act 2013 (TAS); and*
- *Working with Children (Criminal Record Checking) Act 2004 (WA).*

### **Applying the Highest Level of Compliance**

Rise Education and Training follows all child safe requirements as required by the states in which it operates, specifically:

**QLD:** Department of Families, Seniors, Disability Services and Child Safety and the related Safe Environment Map for education providers. For example under the QLD Child Protection Act 1999, Child Protection Regulation 2013, all employees must hold a current Working with Children Check (Blue Card).

**NSW:** Office of the Children's Guardian. For example under NSW Child Safe Scheme, all child-related organisations in NSW should apply the NSW Child Safe Standards to better prevent and respond to child abuse. The Working With Children Check (WWCC) is a requirement for anyone who works or volunteers in child-related work in NSW.

**VIC:** The Victorian Child Protection Service is a specially targeted to support those children and young people at risk of harm. The Working with Children Check is a requirement for anyone who works or volunteers in an Educational Institution for children including institutions providing children's study or training programs.

**WA:** The Western Australian Government has defined a child-related work 'under Section 6 of the WWC Act: Work is child-related work if the usual duties of the work involve, or are likely to involve, contact with a child in connection with doing paid or volunteer work or carrying out a business in connection with an Education Institution for children

### **Child Safety Officer**

Rise Education and Training has appointed a Child Safety Officer for its RTO operations, being the designated person to hear or be informed about all allegations or concerns and providing support to other personnel.

**Child Safety Officer**  
**Karen Powell**  
**manager@riseeducation.edu.au**  
**07 3108 4133**

Our designated Child Safety Officer provides a single contact for children, parents and personnel to seek advice and support regarding the safety and wellbeing of children.

### **Promoting and Celebrating Young People's Identity**

This policy and procedure are underpinned by the understanding that all children are vulnerable, however is conscious of the increased level of vulnerability of:

- Aboriginal, Torres Strait Islander and South Sea Islander children
- Those from culturally and linguistically diverse backgrounds
- Children with disabilities

To create a sense of identity and belonging for Indigenous children, Rise Education and Training has in place a range of strategies including:

- Culturally appropriate symbols on campus through its welcoming plaques at reception

### **Participation of Young People as Students**

Due to the nature of Rise Education and Training operations and student target groups, it is exposed to moderate levels of young people, and their views are as important as any other Rise Education and Training student. Young people's views are sought out through formal and informal feedback as part of Rise Education and Training quality practices. Any informal or formal feedback including any complaints from a young person, parent or employee regarding an issue will be pursued without fear or favour to those who are responsible, on the basis that principles of both legal and natural justice are applied at all times.

### **Recruitment Practices**

Rise Education and Training takes all reasonable steps to ensure that personnel employed by the organisation are suitable and appropriate to work with children and young people. Procedures are in place to ensure that all new and current employees will be assessed for working with children and young people and must hold a current Working with Children Check. All criminal history information is dealt with in accordance with the standards developed by the governments.

### **Immediate Notification to Authorities**

#### **Child Abuse**

*Child / Children* means a person who is under the age of 18 years.

*Child abuse* means:

- A sexual offence committed against a child.
- An offence committed against a child, such as grooming.
- Physical violence against a child.
- Causing serious emotional or psychological harm to a child.
- Serious neglect of a child.

*Harm* is damage to the health, safety or wellbeing of a child or young person, including as a result of child abuse by adults or the conduct of other children. It includes physical, emotional, sexual and psychological harm. Harm can arise from a single act or event and can also be cumulative, that is, arising as a result of a series of acts or events over a period of time.

Reporting child abuse is a community-wide responsibility. Child abuse includes any act committed against a child involving:

- Physical violence;
- Sexual offences;
- Serious emotional or psychological abuse; and
- Serious neglect.

### **Concerns and Complaints**

A *concern* refers to any potential issue that could impact negatively on the safety and wellbeing of children.

A *complaint* is an expression of dissatisfaction related to one or more of the following:

- Our services or dealings with individuals.
- Allegations of abuse or misconduct by a staff member, a volunteer or another individual associated with Rise Education and Training
- Disclosures of abuse or harm made by a child or young person.
- The conduct of a child or young person at Rise Education and Training
- The inadequate handling of a prior concern.
- General concerns about the safety of a group of children or activity.

All Rise Education and Training personnel are required to report to Police if they know or reasonably believe that a sexual offence has been committed by an adult against a child under the age of 16. *It is a criminal offence (failure to disclose) to fail to comply with this obligation across jurisdictions.*

**Rise Education and Training will not condone or tolerate any form of harm or any risk of harm to a young person.**

**Rise Education and Training accepts its responsibilities to report under the state Mandatory Reporting Guidelines.**

All employees are authorised as mandated reporters and are made aware of their obligations to:

- Call Police on 000 if a child is in immediate risk
- Notify the relevant State/Territory Child Abuse Report Line as soon as practical if they have a reasonable suspicion that a young person is experiencing harm or is at risk of harm
  - o Australian Capital Territory Child Protection Line - **1300 556 728**
  - o New South Wales Child Protection Line - **13 21 11**
  - o Northern Territory Child Protection Line - **1800 700 250**
  - o Queensland Child Safety Line - **1800 177 135**
  - o South Australia Child Abuse Report Line - **13 14 78**
  - o Tasmania Child Protection Line - **1300 737 639**
  - o Victoria Child Protection Crisis Line - **13 12 78**
  - o Western Australia Child Protection Line - **1800 273 889**
- And only after notifying the authorities, reporting the matter to Rise Education and Training Chief Executive Officer as soon as practical.

### **Student and Family Support**

Should a student be placed in a position of harm or at risk of harm and only after notifying those authorities and on their advice about the appropriateness of the timing, the Chief Executive Officer will meet with the student and their family/guardian as soon as practical to determine the range of internal and external support that may be required.

### **Training and Supervision**

Rise Education and Training culture aims for all individuals to feel confident and comfortable in discussing any allegations of child abuse or child safety concerns. Rise Education and Training has specific policies, procedures and training in place that support our leadership team and personnel to achieve these commitments.

We support personnel through ongoing supervision to ensure they understand our organisation's commitment to child safety and the Child Safe Standards and National Principles, and that everyone has a role to play in protecting children from abuse, as well as checking that their behaviour towards children is safe and appropriate. All management, staff and volunteers are required to complete annual child safety training in relation to the Child Safe Standards and National Principles. Training undertaken is recorded in the *Professional Development Register* and each individual's Human Resource file.

### **Record Keeping**

Rise Education and Training is committed to making and keeping full and accurate records about all child-related complaints or safety concerns. All child safety complaints, concerns, incidents and near misses are recorded in the incident reporting system.

Records that assist with the investigation of a complaint or safety concern are identified and kept as part of the record of an investigation. Records are kept even if an investigation does not substantiate a complaint. We record and keep the outcome of any investigations, and the resolution of any complaints. This includes findings made, reasons for decisions and actions taken. Records are stored securely and kept by Rise Education and Training for at least **45 years**.

### **Regular Review**

Rise Education and Training reviews this policy regularly and following any significant incidents should it occur. Reviews inform our approach to continuous improvement of our child safety practices. Complaints, concerns and safety incidents are analysed to identify causes and systemic failures to inform continuous improvement.

Reviews are overseen by the Management and are informed by consultation with children, families and staff. Reports on the findings of relevant reviews are accessible to staff and volunteers, community and families and children and young people.

### **Working with Children Check**

All Rise Education and Training personnel are required to undertake, as a component of the recruitment process, a Working With Children Check (WWCC) to ensure suitability in meeting Rise Education and Training legislative and contractual obligations. Working With Children Checks are valid for and must be renewed every three years.

<https://www.qld.gov.au/law/laws-regulated-industries-and-accountability/queensland-laws-and-regulations/regulated-industries-and-licensing/blue-card>

### **State and Territory Requirements**

In addition to the above national check, the following state jurisdictional checks also apply to Rise Education and Training personnel provided services in these jurisdictions. Personnel must have completed and provided an appropriate check prior to commencing employment or engagement:

Jurisdiction	Requirements
Australian Capital Territory	<p>All personnel providing services in the Australian Capital Territory must undertake registration with the Statutory Screening Unit in line with the <i>Children and Young People Act 2008 (ACT)</i>. Checks are valid for three years.</p> <p><a href="https://www.accesscanberra.act.gov.au/app/answers/detail/a_id/1804/kw/_working%20with%20children%20check&amp;#!tabs-1">https://www.accesscanberra.act.gov.au/app/answers/detail/a_id/1804/kw/_working%20with%20children%20check&amp;#!tabs-1</a></p>
New South Wales	<p>All personnel providing services in New South Wales must undertake screening in accordance with the requirements of the <i>Child Protection (Working with Children) Act 2012 (NSW)</i>. Checks are valid for five years.</p> <p><a href="http://www.kidsguardian.nsw.gov.au/child-safe-organisations/working-with-children-check">http://www.kidsguardian.nsw.gov.au/child-safe-organisations/working-with-children-check</a></p>
Northern Territory	<p>All personnel providing services in Northern Territory must undertake a Working with Children Check known as a 'Clearance Notice' as per the <i>Care and Protection of Children Act 2014 (NT)</i>. Checks are valid for two years.</p> <p><a href="https://nt.gov.au/emergency/community-safety/apply-for-a-working-with-children-clearance">https://nt.gov.au/emergency/community-safety/apply-for-a-working-with-children-clearance</a></p>
Queensland	<p>All personnel providing services in Queensland must obtain a Suitability Card or blue card in accordance with the requirements of the <i>Commission for Children and Young People and Child Guardian Act 2000 (QLD)</i>. Checks are valid for two years.</p> <p><a href="http://www.bluecard.qld.gov.au/">http://www.bluecard.qld.gov.au/</a></p>
South Australia	<p>All personnel providing services in South Australia must undertake screening in accordance with the requirements of the <i>Children's Protection Act 1993 (SA)</i>. Checks are valid for three years.</p> <p><a href="http://screening.dcsi.sa.gov.au/">http://screening.dcsi.sa.gov.au/</a></p>
Tasmania	<p>All personnel providing services in Tasmania must undertake screening in accordance with the requirements of the <i>Registration to Work with Vulnerable People Act 2013 (TAS)</i>. Checks are valid for three years.</p> <p><a href="http://www.justice.tas.gov.au/working_with_children">http://www.justice.tas.gov.au/working_with_children</a></p>
Victoria	<p>All personnel providing services in Victoria must undertake a Victorian "Working with Children" check as a component of the recruitment process, in line with the <i>Working with Children Act 2005 (VIC)</i>. Checks are valid for five years.</p> <p><a href="http://www.workingwithchildren.vic.gov.au/">http://www.workingwithchildren.vic.gov.au/</a></p>
Western Australia	<p>All personnel providing services in Western Australia must undertake a Working with Children Check by the Working with Children Screening Unit of the Western Australian Department of Community Development in accordance with the <i>Working with Children (Criminal Record Checking) Act 2004 (WA)</i>. Checks are valid for three years.</p> <p><a href="https://workingwithchildren.wa.gov.au/">https://workingwithchildren.wa.gov.au/</a></p>



### **Reporting Conduct Scheme**

Queensland's *Child Safe Organisations Act 2024* introduced a system in 2025 to protect children from harm in organisational settings. The system comprises [Child Safe Standards](#), which aims to create environments that prioritise the safety and wellbeing of children, and a Reportable Conduct Scheme, which enables an appropriate response if harm or misconduct occurs. These two parts work together to effectively safeguard children's safety.

The Reportable Conduct Scheme requires organisations such as Rise Education and Training to report and investigate allegations or convictions of child abuse or child-related misconduct (reportable conduct) made about their workers and volunteers.

### **What is Reportable Conduct?**

Reportable conduct includes:

- 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, or
- behaviour that causes significant emotional or psychological harm to a child

Reportable conduct may occur once or repeatedly. Conduct may be reportable if it occurs outside the workplace. The Reportable Conduct Scheme applies even when the conduct does not result in criminal charges.

### **Who does it apply to?**

Organisations required to implement a Reportable Conduct Scheme include:

- government entities
- child protection, justice and detention services
- **education** and health services, and services for children with disability
- early childhood education and care services
- accommodation and residential services
- religious bodies.

### **What are organisations required to do?**

Organisations must have systems in place to:

- prevent reportable conduct by workers
- enable anyone to notify the head of the organisation about a concern or allegation of reportable conduct
- report concerns about the head of the organisation directly to us
- investigate and respond to concerns or allegations of reportable conduct.

## Reportable Conduct Scheme at a glance

### Concern, allegation or conviction:

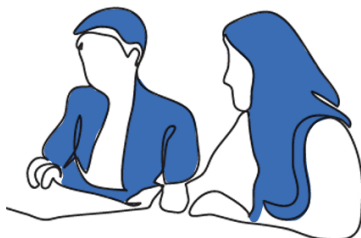
Workers **must** notify the head of the entity.

The head of the entity **must**:

**As soon as practicable:**

#### Commence internal investigation

- Allow worker to respond
- Provide Commission with information as requested
- Report any criminal conduct or allegations to police



**Within 3 business days:**

#### Notify the Queensland Family and Child Commission

- Notification is required whether or not there is proof of allegations
- Fine for not notifying: \$17,000

**Within 30 business days of concern being raised:**

Investigation incomplete?

#### Interim report to Commission

- Update on investigation's progress and actions taken so far
- Final report must be provided as soon as the investigation is complete

Investigation complete?

#### Final report to Commission

Must detail findings, actions taken, and improvement to child safeguarding systems

#### Data collection and information sharing

- Centralised database of reports will enable analysis of where risk of harm is highest
- Information shared with police, Blue Card, and other regulators

### **Publication**

This policy is available through publication on the website, [www.riseeducation.com.au](http://www.riseeducation.com.au) and in summary within the Student Handbook.

### **Government Related Documents**

Skills Assure Program Schedule 2 – School Based Apprenticeships and Traineeships (SATs)

Skills Assure Program Schedule 3 – Career Start

Skills Assure Program Schedule 4 – Career Boost

Skills Assure Program Schedule 5 – Continuing Students

Skills Assure Program Schedule 7 – Free Apprenticeships for Under 25s

Skills Assure Supplier Policy 2025-2028

Skills Assure Supplier Audit Evidence Requirements 2023-2025

### **Related Documents**

SUPPORTING DOCUMENT Child Safe Standards Poster

SUPPORTING DOCUMENT Reportable Conduct Scheme at a Glance Poster

SUPPORTING DOCUMENT Statement of Commitment to Child Safety

SUPPORTING DOCUMENT Child and Youth Risk Management Plan

SUPPORTING DOCUMENT Child and Youth Reporting Form

SUPPORTING DOCUMENT Student Handbook

SUPPORTING DOCUMENT Incident Reporting Form

SUPPORTING DOCUMENT Staff Professional Development Register

### **Associated Policies and Procedures**

POLICY AND PROCEDURE Commitment to All Legislative and Regulatory Requirements

POLICY AND PROCEDURE Complaints and Appeals

POLICY AND PROCEDURE Access and Equity

### **Responsible Officer**

The responsible officer for the implementation and training for this Policy and Procedure is the Chief Executive Officer.

**Document History and Version Control**

Version	Date Approved	Approved By	Brief Description
1.0	7 January 2026	CEO	Newly Developed Policy