

QAS Child and Young Person Safe Practices

Child Safe Practices

Overview

Queensland Academy of Sport (QAS) is committed to safeguarding everyone involved in our organisation including Athletes, Children and Young People in our care, so that they feel safe and are safe. QAS Child and Young Person Safe Practices (Practices) have been developed to identify and prevent behaviour that may be harmful to the Children and Young People in our sport programs.

There are exceptions where the Practices do not apply:

- When a Relevant Person/Person in a Position of Authority is also an Approved Person in respect to that Child or Young Person.
- In an emergency and where the action is protective of a Child/Young Person, when prior authorisation is not possible.

These Practices set out requirements for how QAS staff must behave with and around Children and Young People. A failure to comply with these Practices may be a breach of the QAS Safeguarding Athletes, Children and Young People Policy and the QAS Reporting and Responding to Safeguarding Concerns Procedure.

These Practices outline how harm to QAS supported athletes who are children and young people can be minimised in the following situations. It has been developed using Sport Integrity Australia's Child/Young Person Safe Practices template.

Definitions

Term	Definition
Approved Person	means a family member such as mother, father, sister, brother, grandparent, aunt, uncle or cousin, a guardian, carer, or a person who has been approved by the parent/carers and has an established relationship with the Child/Young Person and/or their family.
Child or Young Person	means a person who is under the age of 18 years.
Person in Position of Authority	means a person, regardless of age, who through their position or involvement in QAS can exercise power, control, or influence over a Child/Young Person.
Relevant Person	Means any of the following QAS persons: (a) Staff (b) QAS-supported athletes (c) Program coaches (d) Contractors (e) Practitioners (f) Volunteers (g) Visitors

1. *Professional Boundaries*

- (a) A Person in a Position of Authority must establish and maintain professional boundaries (both in-person and online) when working with Children/Young People who are involved in sport. Professional boundaries ensure that the nature of the relationship between QAS staff, practitioners or contractors and Child/Young Person does not move from a professional one to a personal one and becomes harmful or exploitative of the Child/Young Person and/or their family.
- (b) A Person in a Position of Authority, unless they are also an Approved Person must not:
 - i. provide any form of support to a child or their family unrelated to the scope of their role (e.g., financial assistance, babysitting, provide accommodation);
 - ii. use a personal phone, camera, or video camera to take images or video footage of Children/Young People unless prior written authorisation from QAS is provided and consent has been provided by the Child/Young Person's parent or carer as per section 6. [Photographs or Video of Children and Young People](#).
 - iii. exhibit any type of favouritism towards a Child/Young Person;
 - iv. transport Children/Young People other than in accordance with section 12, [Transporting Children and Young People](#);
 - v. give gifts/presents to Children/Young People other than the provision of official awards;
 - vi. have one on one contact with a Child/Young Person outside of authorised sport activities (includes direct contact such as in-person as well as indirect, such as by phone or online); or attend any private social function at the request of a Child/Young Person or their family.
- (c) If Relevant Persons become aware of a situation in which a Child/Young Person requires assistance that is beyond the scope of that person's role, they must undertake any or all of the following at the earliest opportunity:
 - i. refer the matter to an appropriate support agency;
 - ii. refer the Child/Young Person to an appropriate support agency;
 - iii. contact the Child/Young Person's parent or carer;
 - iv. seek advice from QAS Sport Integrity Manager.

2. *Use of language and tone of voice*

- (a) Language and tone of voice used in the presence of Children and Young People must:
 - i. provide clear direction, boost their confidence, encourage or affirm them.
 - ii. Not be harmful to Children/Young People.
- (b) Relevant Persons must not use language towards or in the presence of Children/Young People that is:
 - i. discriminatory, racist or sexist;
 - ii. derogatory, belittling or negative, for example, by calling a Child/Young Person a 'loser' or telling them they are 'too fat';
 - iii. unreasonably or unnecessarily threatening or frightening; or
 - iv. profane or sexual.
- (c) QAS personnel should avoid inappropriate body language, such as winking or leering.

3. *Positive Guidance (discipline)*

- (a) Children participating in sport programs with QAS must be made aware of the acceptable limits of their behaviour so that we can provide a positive experience for all participants.
- (b) Relevant Persons must use appropriate techniques and behaviour management strategies to ensure:
 - i. an effective and positive environment; and
 - ii. the safety and/or wellbeing of Children/Young People and personnel participating in sport with QAS.
- (c) QAS personnel must use strategies that are fair, respectful and appropriate to the developmental stage of the Children/Young People involved.
- (d) Children/Young People must be provided with clear directions and given an opportunity to redirect their behaviour in a positive manner.
- (e) QAS personnel must not, under any circumstances, take disciplinary action involving physical punishment or any form of treatment that could reasonably be considered as degrading, cruel, frightening or humiliating.

4. *Supervision*

- (a) QAS must ensure that Children/Young People participating in our sport programs and services are adequately supervised.
- (b) Supervision must be constant, active and diligent, prioritising the safety and wellbeing of Children/Young People, and where possible a Relevant Person must be able to observe each Child/Young Person.
- (c) Where direct supervision is not possible, a Relevant Person must know the location of each Child/Young Person and ensure that they can respond to individual needs and immediately intervene if necessary.

Note: this applies when QAS staff have supervision responsibility such as in the daily training environment. It is not expected QAS staff know where an athlete is for every part of their training program that are performed away from the daily training environment e.g. a cycling athlete does a ride from home that is part of the training program.

- (d) One-to-one unsupervised contact between QAS personnel and a Child/Young Person must only occur where it is absolutely necessary for QAS personnel to perform their professional duties.
 - i. For QAS medical screenings;
 - A. a Child/Young Person who is 16 years and younger must be accompanied by their parent/carer, while a Child/Young Person who is 17 - 18 years must be offered for their parent/carer to accompany them. This applies for in-person and phone consultations.
 - B. Permission must be sought from the Child/Young Person's parent/carer and recorded in AMS. Where a Child/Young Person who is 17 - 18 years declines the offer for their parent/carer to accompany them this must also be recorded in AMS.
 - C. Following a medical consultation the parent/carer should be provided an update of the findings and treatment plan.
 - ii. Where QAS personnel are working one-to-one unsupervised with a Child/Young Person this must only be in an area where there is clear lines of sight and opportunities for anyone to see you at any time e.g. QSAC gym has windows providing clear line of sight to anyone walking past.

- iii. QAS personnel working one-to-one unsupervised with a Child/Young Person should not have the opportunity to build secrecy with the Child/Young Person or be secretive about their interaction with them.
- (e) Any other incident of one-to-one unsupervised contact must be immediately reported to the QAS Sport Integrity Manager within 24 hours of the incident occurring.

5. *Use of Social Media and Online Communication*

- (a) A Person in a Position of Authority unless they are also an Approved Person (in respect to that relevant Child/Young Person), Medical Practitioner or Health Professional, must not communicate directly (one to one) with a Child/Young Person either electronically or online (including phone calls) without the inclusion of a representative from QAS and/or the Child/Young Person's parent or carer. Communication by Medical Practitioners and Health Professionals must only relate to appropriate and required medical care in this context.
- (b) When communicating with Children/Young People, A Person in a Position of Authority must ensure content is:
 - i. directly associated with delivering our services, such as advising that a scheduled event is cancelled;
 - ii. concise with personal or social content limited only to convey the message in a polite and friendly manner;
 - iii. devoid of any sexualised language; and
 - iv. not promoting unauthorised social activity or contact
- (c) A Relevant Person must follow the guidelines set out in the [Use of ICT Services, Facilities and Devices Policy](#).
- (d) When on QAS premises or representing the QAS at an event, A Relevant Person must only use technology, including mobile phones, and social media in accordance with their respective Code of Conduct. For instance, A Relevant Person may use the internet provided by QAS to research sporting techniques but not to look up inappropriate material not connected with their role.
- (e) A Relevant Person who brings the QAS into disrepute through the use of technology or social media may be subject to action by the QAS.

Example: A QAS supported athlete may be considered to bring the QAS into disrepute if they post an inappropriate picture of themselves wearing a QAS uniform on social media.

6. *Photographs or Video of Children and Young People*

All Relevant Persons should be mindful of people at sporting events, particularly those who take photos of Children/Young People who are participating on behalf of the QAS. Any suspicious or irregular activity should be reported to the event organiser for further action and the QAS Sport Integrity Manager.

- (a) An Approved Person may photograph or film their Child/Young Person when participating in sport in a QAS program.
- (b) When arranging photography/videography of Children/Young People involved in QAS sport programs, a Relevant Person must:

- i. obtain prior written consent from the Child/Young Person's parent or carer. Where appropriate and possible, consent should also be sought from the Child/Young Person. Where consent has not already been provided in an Athlete Agreement, written approval is to include department or QAS consent forms or could include email;
 - ii. obtain prior written consent provided by the Child or Young Person's parent/carers agreeing to print, digital and electronic media (including photographs and video recordings) of their child or young person being used for QAS promotional, training and educational purposes.
 - iii. not use a personal phone, camera, or video camera to take images or video footage of Children or Young People unless:
 - A. prior written authorisation from QAS to use the device for QAS purposes is provided; and
 - B. Written consent has also been provided in their QAS Athlete Agreement.
 - C. Where a QAS device or the Child/Young Person's own device is available, these should be used in the first instance over a Relevant Person's personal device.
 - D. Footage of the Child or Young Person must immediately be deleted from a personal device after use i.e. footage is shown to the Child/Young Person for technique correction and then deleted.
 - E. The Child/Young Person should verbally consent at the time of taking the footage
 - iv. give due consideration to Children/Young People who are protected by a court order;
 - v. be by someone who holds a current Working With Children Check or Blue Card.
 - vi. ensure third party contracted photographer/videographer that is external to the QAS is supervised at all times;
 - vii. QAS personnel may take photos and videos that are determined to be absolutely necessary to perform their professional duties for their role.
 - A. While consent may be provided in the QAS Athlete Agreement, informed verbal consent should be sought by the athlete on each occasion that photos and videos are taken and recorded in AMS.
 - B. The use and storage of the photos and videos should also be considered by staff ensuring they are saved in an appropriate location and accessible only to those who require access.
 - C. Photos and videos should be taken in open areas where there is clear lines of sight e.g. at a hockey field where other people may be present but not in a room with no windows and no opportunity for line of sight by others.
 - viii. ensure the context is directly related to participation or performance in the relevant sport;
 - ix. ensure the Child/Young Person is appropriately dressed and posed; and
 - x. not distribute images or videos (including as an attachment to an email) to anyone outside the QAS without parent/carers knowledge and approval.
- (c) QAS personnel must store images (digital or hard copy) in a manner that prevents unauthorised access by others and must be destroyed or deleted as soon as they are no longer required.
- (d) QAS will not publish images or footage of a Child/Young Person or identify the Child/Young Person pictured, whether online or in print, without written consent from the Child/Young Person's parent or carer. Where appropriate and possible, consent should also be sought from the Child/Young Person.
- (e) QAS and Relevant Organisations must ensure any Staff, Volunteer or Contractor (such as an event photographer) comply with the above requirements whilst working at an Activity.

7. *Physical Contact*

- (a) Any physical contact with Children and Young People must be necessary and appropriate to the delivery of QAS sport programs or services and based on the needs of the Child/Young Person (including adjustments based on any additional needs due to impairment or disability) such as assisting with the use of equipment technique assistance or correction, treatment by a health practitioner or administering first aid.
- (b) Physical contact with a child and young person should only be for one of the following purposes. Verbal consent from the Child/Young Person should be sought prior to physical contact with them (except in an emergency).
- develop sport skills
 - prevent or respond to an injury in an emergency
 - prevent or respond to an injury as part of normal role
 - meet the specific requirements of the sport.
- (c) A Relevant Person must not have contact with Children/Young People participating in our programs and services that:
- i. involves touching of genitals, buttocks, or the breast area other than as part of delivering necessary medical or allied health services to those specific areas of the body;
 - ii. would appear to a reasonable observer to have a sexual connotation;
 - iii. is intended to cause pain or distress to the Child/Young Person (e.g., corporal punishment);
 - iv. is overly physical (e.g. tickling or other roughhousing), except where this contact is consistent with the rules of the sport and accepted and reasonable behaviour within the Activity when undertaking that Activity;
 - v. is unnecessary (e.g., assisting with toileting when a Child/Young Person does not require assistance);
 - vi. is initiated against the wishes of the Child/Young Person, except if such contact may be necessary to prevent injury to the Child/Young Person or to others, in which case:
 - A. physical restraint must be a last resort;
 - B. the level of force used must be appropriate to the specific circumstances, and aimed solely at restraining the Child/Young Person to prevent harm to themselves or others; and
 - C. the incident must be reported to the QAS Sport Integrity Manager as soon as possible.
 - vii. Relevant Persons must report to the QAS Sport Integrity Manager any physical contact initiated by a Child/Young Person that is sexualised and/or inappropriate, for example, acts of physical aggression, as soon as possible, to enable the situation to be managed in the interests of the safety of the Child/Young Person, Relevant Persons, and any other participants.
 - viii. be appropriate for the development of a sport skill.
 - ix. be in public, not an isolated setting, for example when being congratulated or comforted.
 - x. be aware of their proximity to children and young people at all times.
 - xi. follow the above when QAS staff is demonstrating techniques related to specific activities. However, Relevant Persons also need to ensure they do not compromise the quality of an activity due to concern over having their actions misconstrued. At all times QAS staff should act diligently

and conscientiously in their duties, including undertaking activities and demonstrating techniques to Children/Young People.

8. *Overnight Stays and Sleeping Arrangements*

- (a) Overnight stays involving Children and Young People must be approved and managed by the sport or QAS.
- (b) Written parent/carer consent must be obtained prior to the overnight stay. Written approval is to be provided using a QAS consent form. Where appropriate and possible, consent should also be sought from the Child/Young Person.
- (c) Relevant Persons on overnight stays must hold a current Working With Children Check or Blue Card.
- (d) Practices and behaviour by Relevant Persons involved during an overnight stay must be consistent with the practices and behaviour expected during delivery of the sport at all other times.
- (e) Standards of conduct that must be observed by Relevant Persons involved during an overnight stay include:
 - i. Children/Young People must be provided with privacy when bathing, toileting, and dressing;
 - ii. appropriate dress standards must be observed when Children/ Young People are present – such as no exposure to nudity;
 - iii. Children/ Young People must not be exposed to pornographic material, for example, through movies, television, the internet, or magazines;
 - iv. Children/Young People must not be left under the supervision of unauthorised persons such as accommodation staff, or peers;
 - v. sleeping arrangements must not compromise the safety of Children/Young People, including:
 - A. an Adult must not sleep alone in the same room as Children/Young People unless they are the parent or have parental responsibility for those Children/Young People; and
 - B. Children/Young People must not share a bed with an Adult or another Child/Young Person.
 - vi. Children/Young People must have the right to contact their parents, or an Approved Person, if they feel unsafe, uncomfortable, or distressed during the stay.
 - vii. Parents/carers must be permitted to contact their Child/Young Person if required.
- (f) Relevant Persons are required to have more than one adult with Children/ Young People on an overnight trip/camp. Relevant Persons must not isolate themselves with a Child/Young Person at any time. There must always be more than one adult with a group of Children/Young People, even if the number of Children/ Young People is small.
- (g) In the event that a Relevant Person, notably QAS staff, is required to respond to an emergency raised by a Child/Young Person on an overnight trip, Relevant Person should, where possible, attend with another adult to address the issue.
- (h) Photos must not be taken in hotel rooms and other sleeping accommodation.

9. *Change Room Arrangements*

- (a) Children/ Young People must be supervised in any change room that is in official use by QAS, whilst ensuring their right to privacy.
- (b) A Person in a Position of Authority must not:
 - i. shower or change at the same time as supervising groups of Children/ Young People;
 - ii. be alone with a Child/Young Person in a change room; or
- (c) A Relevant Person must not use any camera or other recording device in a change room.
- (d) Relevant Persons must ensure adequate supervision in public change rooms when they are used, providing the level of supervision required for preventing abuse by members of the public, Adult users, or general misbehaviour, while also respecting a Child/Young Person's privacy.
- (e) Should the use of change rooms/toilets be required as part of preparation for an activity, it is preferable for the external coach to be responsible for supervising and having the QAS athlete who is a Child/Young Person appropriately dressed for the scheduled activity. However, if this is not possible, and QAS staff (excluding external coaches) are required to supervise the Children/Young People, the protocols below should be followed:
 - i. Waiting in close proximity to the entrance of the change room/toilet for the Children/ Young Person (e.g. in the corridor outside) but not actually entering the facility, unless there is a valid reason to do so, such as in an emergency situation. In this situation, it is preferable for a staff member of the same gender to supervise Children Young People, although it is acknowledged that this is not always possible.
 - ii. If a QAS staff member is required to enter the change room/facility they should, where possible, notify their supervisor of the fact that they are going to enter, and must loudly and clearly announce to the room occupants before entering to ensure privacy and respect for others.

10. *Use, Possession or Supply of Alcohol or Drugs to Children/Young People*

Persons in a Position of Authority must not:

- (a) use, possess or be under the influence of an illicit drug in the presence of a Child/Young Person or Children/Young People;
- (b) use or be under the influence of alcohol while supervising a Child/Young Person or Children/ Young People during an Activity;
- (c) be impaired by any other legal drug such as prescription or over-the-counter drugs while in the presence of a Child/Young Person or Children/Young People;
- (d) supply alcohol or drugs (including tobacco) to any Child/Young Person or Children/Young People; or
- (e) supply or administer medicines, except when permitted by law or with the consent of the Child/Young Person's parent or carer and under a valid prescription for that Child/Young Person and at the prescribed dosage.

11. Parent/Carer Involvement

The QAS must:

- (a) ensure that a parent/carers is involved in any significant decision, including the signing of any documentation in relation to their Child's involvement with the QAS.
- (b) not prevent parents/carers from accessing their Child/Young Person when required; and
- (c) make parents/carers aware of the standard of behaviour required when watching their Child/Young Person during an Activity. Parents/carers displaying inappropriate conduct may be asked to leave, however may not be denied access for an undetermined amount of time.

12. Transporting Children/Young People

- (a) Children/Young People must only be transported in circumstances that are directly related to the delivery of QAS sport programs and services.
- (b) Other than in an emergency, a Person in a Position of Authority, unless they are an Approved Person, must not transport Children/Young People without prior written approval from their parent or carer.
- (c) When transporting Children/Young People, the Person in a Position of Authority must drive responsibly, not be impaired by alcohol or any other mind-altering substances, have an unrestricted drivers' licence and to the extent practicable, not be alone in the car with a Child/Young Person.
- (d) Children/Young People must only be transported in a roadworthy vehicle when the manufacturer stated capacity is adhered to and seatbelts and child restraints are fitted as required.
- (e) Ideally, all Children/Young People should have their own transportation to and from training and sporting events, unless written approval is provided from a parent/ carer that the team travel together. In this event, QAS staff should ensure that:
 - i. the travel has been approved by the Child/Young Person's parent/ carer in writing.
 - ii. A Relevant Person is not alone with any Child/Young Person in the vehicle at any time.

13. Drop Off and Pick Up Arrangements

QAS must:

- (a) have an accessible register of parent and carer emergency contact numbers and an operational phone; and
- (b) ensure that if a parent or carer is late, they make reasonable attempts to contact them. It is not the responsibility of QAS staff or a Person in a Position of Authority to transport Children/Young People home if their parent or carer is late for pick up.
- (c) A Relevant Person should contact parents/guardians/carers to notify of collection procedures. Relevant Persons must comply with the following procedures:
 - i. Notify Children/Young People and their parents/carers of the times of practices and games, when they can expect to collect the child and that it is not QAS responsibility to transport Children/Young People home if parents or carers are delayed.
 - ii. It is desirable that the parents or carers of the second to last Child/Young Person take the last child home or wait with the Relevant Person and the Child/Young Person until the last Child/Young Person has been collected. This will enable the Relevant Person to concentrate on

making contact with the parent or carer of the last Child/Young Person and are not alone with them.

14. Being Alone with a Child/Young Person

- (a) A Relevant Person or a Person in a Position of Authority should not be alone with Children Young People and should have at least one other person present (preferably an adult if possible), apart from exceptional circumstances, such as a life-threatening situation where first aid is required to be administered.
- (b) If a Child/Young Person approaches a Relevant Person and wishes to talk privately about a matter, the Relevant Person should endeavour to immediately address the situation in an open area and in the sight of other adults (e.g. coaches, officials, parents/carers).
- (c) Ideally, the Relevant Person should advise another Relevant Person or available parent/carers and ask them to stay within sight while the issue is discussed.

15. Injuries and Illness

- (a) Only Relevant Persons qualified in administering first aid or treating sports injuries should attempt to treat an injury. Relevant Persons should avoid treating injuries out of sight of others. Other considerations include:
 - i. the comfort level and dignity of the Child/Young Person should always be the priority.
 - ii. if necessary, seek medical attention as soon as possible.
 - iii. QAS staff must always report athlete injuries and any treatment to parents/carers within 24 hours of the injury occurring.
 - iv. Notifiable incidents must also be reported to the department's Workplace Health and Safety Officer via email whs@dtis.qld.gov.au

16. Athlete Clothing Standards

- (a) All Children/Young People must wear appropriate clothing when attending QAS facilities, events, training sessions or recovery sessions. This includes wearing all required team uniforms and wearing appropriate training gear and/or swimwear to training, the gym and recovery sessions. Any Relevant Person or Child/Young Person who does not comply with the relevant clothing standards will not be able to participate in the required activity and will be asked to put on appropriate clothing.

17. High Risk Activities Management

- (a) QAS staff responsible for conducting the activity must conduct a risk assessment to support QAS risk management.
- (b) QAS staff are required to undertake the following five steps when conducting a risk assessment:
 - i. establish the context
 - ii. identify the risks
 - iii. analyse the risk
 - iv. evaluate the risk

- v. treat the risk (only needed if the level of risk is outside the department's risk appetite)
 - vi. monitor and regularly review the risks.
- (c) QAS staff may use the department's [Risk Register Template](#), [Risk Reference Tables](#) and [Risk Appetite Statement](#) for guidance.
- (d) Activities that will require a risk assessment include, but are not limited to, any event or activity where:
- i. QAS staff and Children/Young People are required to travel as part of a team (where QAS is the lead organisation responsible for the team)
 - ii. QAS staff are required to conduct additional or non-standard training sessions with a Child/Young Person
 - iii. Relevant Persons may be left alone with a Child/Young Person for an irregular or extended period of time.
- (e) The risk assessment must then be provided to the QAS Principal Governance and Risk Advisor and relevant QAS SLT member **five (5) business days** before the activity is undertaken.
- (f) Once reviewed and endorsed by the relevant QAS SLT member, the risk assessment must be progressed to the QAS General Manager for approval and assessment for risk escalation.

18. *QAS Visitor's Book*

Visitors, such as maintenance persons, must sign the QAS visitor's register and wear a visitor's pass at all times whilst on QAS premises. QAS staff are required to check the visitors' identification and supervise while such persons are on the premises.

19. *Related Documents*

QAS Policy documents and guidelines

- [QAS Safeguarding Athletes, Children and Young People Policy](#)

Other References/Resources

- Sport Integrity Australia's Safeguarding Children and Young People Policy template

20. *Date of Effect and Review*

These Practices and supporting documents:

- Come into effect from the date of delegate approval
- will be reviewed within two years of the approval date following Sport Integrity Australia's National Integrity Framework review unless otherwise:
 - stipulated in statutory obligations
 - triggered by circumstances determined appropriate by QAS.

21. Version Control

Version	Date	Author	Amendment Description	Action
1.00	18 December 2024	QAS Sport Integrity Manager	New document	Approved by QAS General Manager