



Child Safe Organisation Policy Statement

For: Australian Crawl Springfield (Orion Lagoon & Lagoon Café)

Effective Date: 1 August 2025

Review Date: 1 August 2026

Company Statement

Creating Safer Spaces for All Children

At the Orion Lagoon we are committed to providing a safe, inclusive, and respectful environment for all children and young people. We actively implement the 10 Child Safe Standards under the Child Safe Organisations Act 2024, ensuring every child feels safe, supported, and heard. Our team is trained in child protection, cultural safety, and transparent complaint handling, and we work closely with families and communities to continuously improve our approach. We welcome feedback and are always striving to lead by example in child safety across the aquatic industry.

1. Purpose

This policy sets out the commitment of the Orion Lagoon to being a child safe organisation in accordance with the **Child Safe Organisations Act 2024 (Qld)** and the **National Principles for Child Safe Organisations**, incorporating Queensland's **10 Child Safe Standards** and the **Universal Principle** to ensure cultural safety for Aboriginal and Torres Strait Islander children.

2. Scope

This policy applies to all:

- Employees (casual, part-time, full-time)
- Volunteers and contractors
- Third-party service providers (e.g., external activity providers)
- Children and families accessing our services

3. Our Commitment

- **Zero tolerance for harm** to children or young people.
- Uphold and promote the **10 Child Safe Standards**.
- Embed the **Universal Principle** by actively creating culturally safe environments for Aboriginal and Torres Strait Islander children.
- Children and young people are valued, respected, and empowered.
- All staff and volunteers are trained in child safety and mandatory reporting responsibilities.

4. Standards in Practice

Standard	Description	Actions Taken
1. Child Safety Embedded	Child safety is part of everyday practice	Policy integration, posters, induction content
2. Child Participation	Children are listened to	QR code feedback options, activity-based consultation
3. Families & Communities	Included in decision making	Surveys, advisory groups
4. Equity & Diversity	Culturally safe practices	Cultural safety training
5. Staff Supervision & Conduct	Safe recruitment & behaviour	Blue Card checks, Code of Conduct
6. Child Abuse Prevention	Effective risk management	Risk assessments Safe rostering
7. Knowledge, Skills & Training	All staff trained	Regular refresher training Onboarding modules
8. Safe Complaints Handling	Children understand how to report	Child-friendly posters and language
9. Continuous Improvement	Regular review and monitoring	Yearly self-assessment, action plan updates
10. Governance & Leadership	Clear roles and responsibilities	Designated Child Safety Officer, reporting framework



5. Roles & Responsibilities

- **Managing Director:** Ensures implementation, oversees training, and reviews policies.
- **Child Safety Officer (Venue Manager & Assistant Manager):** Point of contact for concerns and lead on reporting.
- **All Staff & Volunteers:** Understand and uphold child safety policies and procedures.

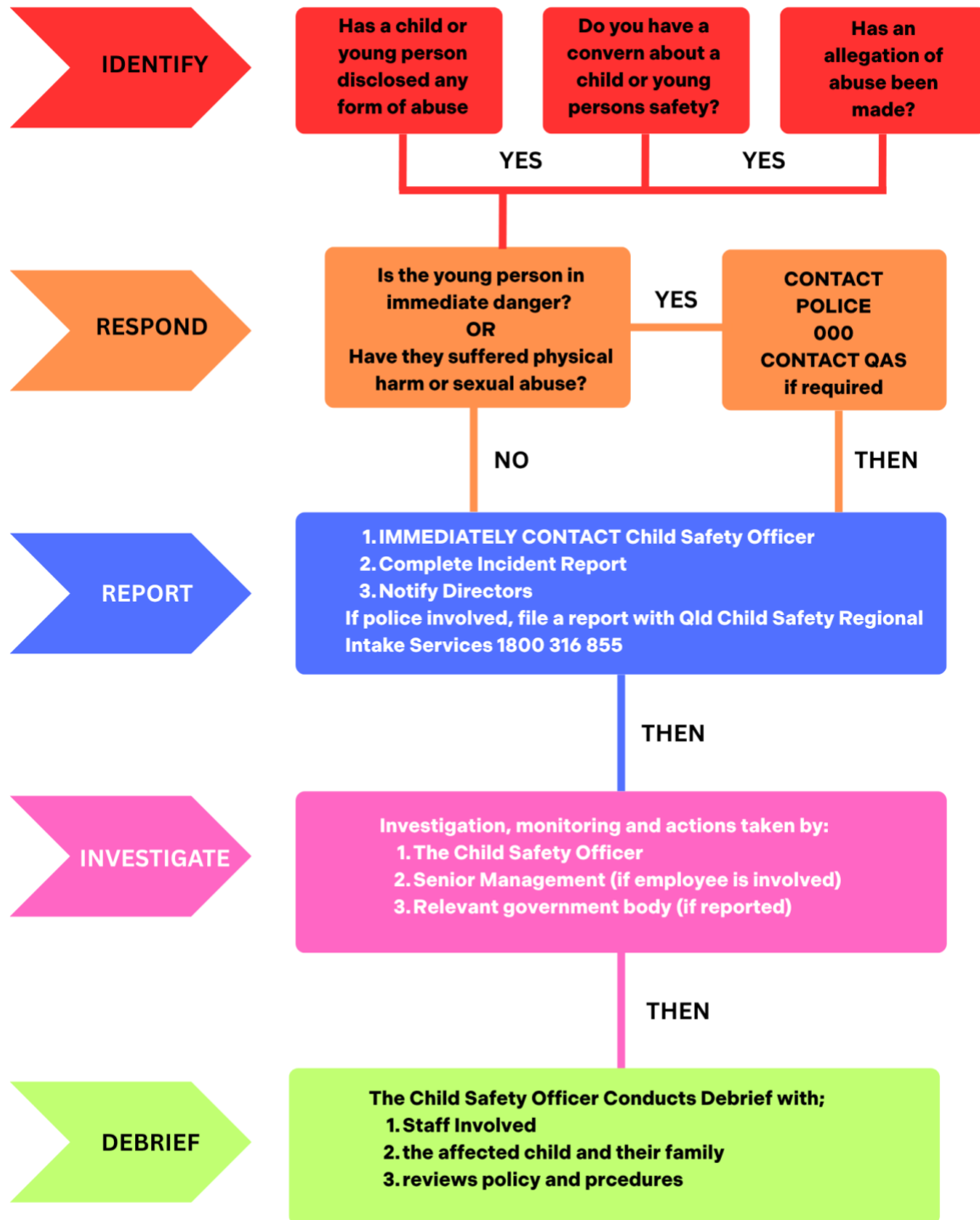
6. Reporting



All concerns or disclosures relating to child safety must be reported immediately to the **Child Safety Officer** or directly to relevant authorities, including:


- **Department of Child Safety, Seniors and Disability Services (Qld)**
- **Queensland Police Service**



All reports are taken seriously and managed with confidentiality and in accordance with mandatory reporting laws.

CHILD SAFE COMPLAINTS FLOWCHART



Step 1 IDENTIFY 	Indicators	<ul style="list-style-type: none"> Identify if a child or young person has been, is being, or is at risk of being abused or neglected by an adult or another child. Refer to the <i>Child Safe Code of Conduct – Child Handling and Physical Contact Guidelines</i>. Refer to physical and behavioural indicators of abuse. Examples are in <i>Section 11</i> of this Policy.
	Disclosure, Concern or Allegation	<p>Identify whether:</p> <ul style="list-style-type: none"> A disclosure of abuse has been made by a child or young person, or A concern has been raised about a child or young person's safety or well-being, or An allegation has been made against a person (staff, parent or guardian, a child or young person, other person) concerning behaviour towards a child or young person.
Step 2 RESPOND 	Listen	<ul style="list-style-type: none"> Allow the child or young person to use their own words when expressing their concerns. Remain calm and patient. Avoid adverse emotions, such as anger, as it may scare the child. Only ask enough questions to confirm the need to report the matter. Do not use leading questions. If the abuse happened on-site, ask the child or young person if the person is still in the building and if they can describe the person. If the abuse happened at home, ask the child or young person to provide more detailed information.
	Reassure	<ul style="list-style-type: none"> Reassure the child or young person that they have done the right thing by voicing their concern. Reassure the child or young person that what has happened is not his/her fault and validate his/her feelings.

	Respect	<ul style="list-style-type: none"> • Believe the child or young person. Respect that it may take time for the child or young person to disclose further information. • Avoid making promises that cannot be kept, for example, not telling others. • Explain to the child or young person that you may need to tell someone else to keep them safe.
	Respond	<ul style="list-style-type: none"> • Where a child or young person is in immediate danger that requires urgent intervention by the police, DIAL 000. • If the child or young person has experienced physical harm or injury, contact the Ambulance immediately on 000. • Do not leave the child or young person alone.
Step 3 REPORT 	Police	<ul style="list-style-type: none"> • A report MUST be made to police if there is reasonable suspicion that a child or young person is suffering or is at unacceptable risk of suffering significant harm.³ • Report information to the police or the QLD Child Safety Service (using the numbers in the <i>Emergency Contacts</i> list in <i>Section 3</i> of this Policy).
	Child Safety Officer	<ul style="list-style-type: none"> • Regardless of whether the police were contacted, immediately notify the Child Safety Officer of the disclosure, concern, or allegation and seek further guidance.
	Parent/Guardian	<ul style="list-style-type: none"> • Contact the child or young person's parent/guardian if they are not on-site and it is safe to do so.

	Incident Report	<ul style="list-style-type: none"> Gather the child or young person's details and as much information about the incident as possible. Record the conversation objectively. For all child safe incidents, it is essential that all available information be recorded as soon after the incident as possible, and before the end of the staff member's shift. This provides a valuable source for incident investigation, risk identification, hazard elimination and establishes a record for future reference if need be. Capture any witness accounts. Complete the <i>Incident/Accident Report Form – HSF1</i>.
Step 4 INVESTIGATE 	Support & Monitor	<ul style="list-style-type: none"> If the police were contacted, City Venue Management will provide any assistance requested. The Child Safety Officer will monitor the situation.
	Inquire	<ul style="list-style-type: none"> The Duty Manager or Centre Manager to complete the <i>Accident/Incident Investigation Form - HSF14</i>. If an allegation involves a staff member, the individual may be stood down from employment or removed from child-related activities Investigatory and disciplinary proceedings are to be commenced.
Step 5 DEBRIEF 	Employee	<ul style="list-style-type: none"> Child Safety Officer to debrief with affected staff member and offer counselling services if required.
	Child	<ul style="list-style-type: none"> If appropriate, Child Safety Officer to follow up with the child/young person or the child or young person's family and document the follow up call. If appropriate, Child Safety Officer to connect the child/ young person and/or their family with support services

Child Safe Situational Prevention Strategies



Increase the Effort	Increase the Risks	Remove Excuses
Deflect Offenders <ul style="list-style-type: none"> - Use of signage indicating AUSTRALIAN CRAWL SPRINGFIELD's commitment to child safety - Publish AUSTRALIAN CRAWL SPRINGFIELD's commitment to child safety on public platforms i.e. website. 	Extend Guardianship <ul style="list-style-type: none"> - Encourage and support the inclusion of children in decision making - Empower children to speak up if they do not feel safe - Create a child-centred culture within AUSTRALIAN CRAWL SPRINGFIELD. 	Set Rules <ul style="list-style-type: none"> - Implement codes of conduct for staff and participants of the organisation - Role descriptions and expectations outlining the duties of staff - Implement child safe policies and guidelines.
Screen Applicants <ul style="list-style-type: none"> - Ensure registration requirements to work with children are in place - Perform reference checks to confirm prior employment history - Implement probation periods - Thorough interview process. 	Assist natural surveillance <ul style="list-style-type: none"> - Ensure physical environment is well lit and is designed with open spaces - Ensure that all stakeholders are aware that complaints and concerns will be taken seriously. 	Poster instructions <ul style="list-style-type: none"> - Use age appropriate posters and information to inform kids how to stay safe - Posters indicating AUSTRALIAN CRAWL SPRINGFIELD's commitment to being a Child Safe Organisation - Poster informing stakeholders how to make a complaint.
Physical environment	Reduce anonymity	Alert consciousness



- Ensure secluded areas are not accessible
- Reduce opportunity for children to be in secluded areas.

- Ensure all staff members are easily identifiable by stakeholders
- Provide feedback mechanisms that are easily accessible.

- Provide ongoing support and guidance about Child Safe Best Practice
- Disciplinary policies outlining consequences of breaching the *Child Safe Code of Conduct*

	APPROPRIATE: STAFF MUST	INAPPROPRIATE : STAFF MUST NOT
Communication 	<ul style="list-style-type: none"> • Talk to children and young people in a professional and supportive manner • Use language that creates a fun and inclusive environment • Listen to and respect what children and young people have to say • Communicate with children, young people and their families through authorised channels for example by work email or telephone • Impart knowledge and skill in a respectful and encouraging manner 	<ul style="list-style-type: none"> • Use abusive, derogatory or offensive language • Have open discussions about inappropriate adult themes in the presence of children and young people • Single out a child or young person in a humiliating manner • Use personal social media platforms to communicate with children, young people, or their families – see <i>Social Media Policy</i>
Supervision 	<ul style="list-style-type: none"> • Ensure all children and young people are being supervised by a parent/guardian • Perform random checks of obstructed and out-of-the-way locations (for example, dressing rooms or first-aid rooms) • Ensure on-deck supervisors are adequately supervising swim teachers during lessons • Refer to the <i>Aquatic Supervision Plans</i>. 	<ul style="list-style-type: none"> • Be one-on-one with a child or young person • Travel alone with a child or young person • Allow a child or young person to go to the toilet unsupervised • Permit a child or young person to go with another parent/guardian without the written consent of the authorised parent/guardian in custody matters.
Physical Contact 	<ul style="list-style-type: none"> • Ensure that any physical contact is appropriate to the situation and necessary for the child's skill development • Use gentle handling when making stroke corrections or manipulations • Only move the child's body within a comfortable and suitable range of motion 	<ul style="list-style-type: none"> • Engage in physical contact without consent • Perform acts that are of a personal nature with the child, if the child is capable of doing so themselves such as changing clothes and toileting • Touch the child or young person in areas of a sexual nature such as the breasts, buttocks or genitals • Force a child into or under the water

<p>See Section 12 - <i>Child Handling and Physical Contact Guidelines</i> for further information.</p>	<ul style="list-style-type: none"> • Keep hands visible above the water's surface when providing manual support • Be cautious when using hands on correction whilst the child is still moving • Utilise teaching aids to minimise the amount of physical contact such as using a noodle to support the child • Encourage the child to hold onto your forearms for support. 	<ul style="list-style-type: none"> • Smack or hit a child as a form of discipline • Allow a child to smack or hit another student in the class.
<p>Photography and Videos</p> 	<ul style="list-style-type: none"> • Obtain informed consent through the <i>Child Protection Photographer Registration Form</i> from parents/guardians before taking photographs and videos of children and young people • Avoid taking photographs of a child or young person where the individual's face can be identified. For example, take photographs from the side of the back. • Ensure other children cannot be identified in an authorised photograph or video (without informed consent). 	<ul style="list-style-type: none"> • Share personal information, including photos of children or young people without the informed consent of the parents/guardians • Distribute any photographs or footage without obtaining informed consent • Tag a child or young person in a photo on Facebook or other social media sites • Use photographic or video devices in change rooms or bathrooms.
<p>Change Room Facilities</p>  <p>See Section 14 – <i>Use of Change Rooms</i> for further information.</p>	<ul style="list-style-type: none"> • Ensure adequate supervision of children in change rooms, whilst respecting the child's right to privacy • Ensure staff members do not accompany a child or young person to the change room alone • Knock or announce yourself before entering change rooms or toilets to supervise • Respect children's privacy when changing in the public area of the changeroom. 	<ul style="list-style-type: none"> • Undress when children or young persons are present in the change room • Enter the change room of the opposite sex, under any circumstances • Be in one-on-one situations with children or young persons without supervision by another staff member or the child's parent • Use changerooms whilst students are present. If unavoidable, the staff member should utilise a private cubicle.

Professional Boundaries 	<ul style="list-style-type: none"> • Ensure all activity and communication occurs within the scope of your job role and responsibilities • Ensure all communication occurs through authorised channels. For example, through work telephone or email. • Ensure your interactions with children, young people and their families remain within the context of the teacher and student relationship. 	<ul style="list-style-type: none"> • Buy gifts or other items for children or young people without authorisation from a Manager and without the knowledge of parents/guardians • Share personal information with children & young people • Develop close personal relationships with children outside of teacher/student relationships.
General Professionalism 	<ul style="list-style-type: none"> • Maintain the safety and wellbeing of children and young people at all times • Comply with the <i>Child Safe Policy</i> • Be ethical, considerate, fair and honest in all dealings with children and young people • Report breaches of the <i>Child Safe Code of Conduct</i> to the Child Safety Officer • Be alert to risk indicators of child abuse and child grooming • Set a good example for children and young people • Respect the right, dignity and worth of every person regardless of their age, abilities, gender, religion or cultural background • Support all efforts to remove any forms of abuse in the organisation and encourage a safe and supportive service environment. 	<ul style="list-style-type: none"> • Engage in any act that breaches the <i>Child Safe Code of Conduct</i> • Consume alcohol, illicit drugs or medication that may affect the capacity to perform your role • Permit bullying to take place between children & young people • Engage in any behaviour that puts children & young people at risk.



7. Related Documents

- Staff Code of Conduct
- Complaints Policy
- Recruitment and Induction Procedures
- GSPO Guidelines (Royal Life Saving Australia)
- QFCC Child Safe Standards Resources

8. Review

This policy is reviewed annually or as legislative and organisational changes occur.

Approved by: Matt Johnstone

A large, stylized handwritten signature in black ink, which appears to be 'M. Johnstone', is written over the 'Approved by' text and extends to the right.

Date: 1 August 2025