

Job's Daughters International ®

**Jurisdictional Guardian Council of
Queensland**



Safeguarding Policy



Introduction

The Jurisdictional Guardian Council of Queensland of Job's Daughters International (JGCQ, JDI) is committed to protecting the safety and wellbeing of all children, young people (10-20 years), and other vulnerable persons who engage with our organisation. We have zero tolerance for abuse, neglect, exploitation, harassment, discrimination, or any conduct that may cause harm.

All adults involved in JGCQ, JDI share responsibility for fostering an inclusive, culturally safe environment and must report any concern, suspicion, or disclosure of harm in line with our safeguarding procedures.

Policy Statement - Job's Daughters Queensland

Job's Daughters Queensland adopts and applies the 10 National Principles for Child Safe Organisations (2025)

Child Safe Standard	Our Commitment
1. Child safety is embedded in organisational leadership, governance and culture	The JGC Executive, Jurisdictional Guardians, and Supreme Deputy ensure safeguarding is a standing agenda item. Leaders model safe, respectful behaviour and are accountable for maintaining a child-safe culture.
2. Children and young people are informed about their rights and participate in decisions affecting them	Daughters receive annual youth safeguarding training (70% minimum participation). They are encouraged to share ideas, raise concerns, and contribute to decision-making in age-appropriate ways.
3. Families and communities are informed and involved	Parents and guardians are provided with safeguarding information and reporting procedures. Families are welcomed to participate in events and decision-making relevant to their child's safety and wellbeing.
4. Equity is upheld and diverse needs are respected	We foster a culture of inclusion, respect, and cultural safety, with zero tolerance for discrimination. Programs and events are adapted to meet the diverse needs of members and families.
5. People working with children are suitable and supported	All adult volunteers 20+ must hold a valid Blue Card and current CAV status before supervising or chaperoning. References and screening processes are completed prior to appointment.
6. Staff and volunteers are equipped with knowledge, skills and awareness to keep children safe	All adult volunteers complete JDI CAV training and safeguarding induction. Youth members complete annual safeguarding training to build awareness of their rights, safe behaviours, and reporting pathways.
7. Processes for complaints and concerns are child-focused	All concerns are taken seriously, acted on promptly, and handled respectfully. Children are supported in making complaints, and reporting options are age-appropriate and accessible.
8. Staff and volunteers are aware of reporting obligations	Adults are trained in reporting procedures under Queensland law, Blue Card requirements, and JDI Youth Protection Policy. Reports are escalated to the JGC Executive and Supreme Deputy as required.
9. Risk management strategies focus on preventing harm	Risk assessments are conducted for all JDIQ events and activities, including online engagement. Identified risks are mitigated and monitored, with adjustments made where needed.
10. Physical and online environments are safe	Online engagement follows JDI social media and safeguarding policies. In-person events follow Blue Card and JGC supervision rules. Members are educated on safe online practices.
11. Implementation is reviewed and improved regularly	This policy is reviewed annually by the JGC Executive and Supreme Deputy. Feedback is sought from members, families, and volunteers to improve safeguarding practices.

Purpose of this Policy

1. Protect children, young people, and vulnerable people who engage with Job's Daughters Queensland.
2. Prevent abuse, neglect, or exploitation within the organisation.
3. Support a safe, inclusive, and positive culture.
4. Set out how safeguarding risks are identified and managed.
5. Ensure everyone understands their responsibility to identify and report concerns such as neglect, grooming, or abuse.
6. Provide clear guidance on the actions to take if abuse is suspected and assurance that all reports will be treated seriously and investigated.

Safeguarding Roles and Responsibilities

ROLE	RESPONSIBILITY
JGCQ, JDI Executive Officers	-Protect all people who interact with, or are affected by JGCQ, JDI. -Detect and prevent abuse of children, young persons, or vulnerable persons. -Ensure appropriate safeguarding governance, policies and procedures are in place. -Ensure appropriate and effective internal control systems are in place. -Ensure compliance with all relevant safeguarding laws and regulations. -Ensure safeguarding training is in place. -Stay updated on changes to legislation.
Supreme Deputy / Assistant Supreme Deputy	-Maintain Job's Daughters Qld's CAV Register on a monthly basis. -Maintain Job's Daughters Qld's Working with Children Blue Card register and liaise - with Jurisdictional Guardian and Bethel Guardian. -Complete Form 5 - Annual Safeguarding Compliance Checklist -Ensure all volunteers are aware of laws, policies, procedures & code of conduct. -Ensure all volunteers know their obligation to report suspected abuse. -Volunteer on the YPP Committee and assist with policy and form updates. -Chair YPP Committee meetings and oversee policy and form updates.
Jurisdictional Guardian	- Liaise with the Supreme Deputy on CAV and Blue Card compliance. - Ensure risk assessments are completed for all JGC events. - Oversee safeguarding: - Respond to and investigate reports of abuse. - Ensure volunteers know and follow laws, policies, procedures, and code of conduct. - Require volunteers to report suspected abuse. - Make required external reports. - Confirm safeguarding and legal compliance measures are effective. - Ensure a qualified first aider is present at all events with Activity Consent & Health forms available. - Perform duties in line with JGCQ and JDI Bylaws Article II, Section 1.
Associate Jurisdictional Guardian	-Perform duties as per JGCQ, JDI Bylaws Article II, Section 2. -Assist Jurisdictional Secretary with storage of lifetime documentation.
Vice Jurisdictional Guardian	-Perform duties as per JGCQ, JDI Bylaws Article II, Section 3. -Maintain knowledge of child protection laws as part of YPP Committee. -Assist Jurisdictional Guardian and act in her absence
Vice Associate Jurisdictional Guardian	-Perform duties as per JGCQ, JDI Bylaws Article II, Section 4. -Assist Associate Jurisdictional Guardian and act in his absence
Jurisdictional Secretary	-Perform duties as per JGCQ, JDI Bylaws Article II, Section 5. -Work with Associate Jurisdictional Guardian to securely store documentation. -Ensure YPP Policy review is on Annual Meeting agenda. -Volunteer on the YPP Committee, keep records, and update policies & forms.

Jurisdictional Treasurer	-Perform duties as per JGCQ, JDI Bylaws Article II, Section 6.
Bethel Guardian Council Executive	-Promote a culture of safety for children, young persons, and vulnerable people. -Implement safeguarding policy in their area of responsibility. -Assess and manage risks of abuse within their Bethel. -Facilitate reporting of suspected abuse, neglect or exploitation. -Perform duties as per Bethel Guardian Council Bylaws, Article II.
Youth Protection Policy Committee (YPP)	-Consists of Jurisdictional Guardian, Supreme Deputy, Vice Jurisdictional Guardian, Jurisdictional Secretary and 3 appointed adult representatives from each Bethel. -Maintain knowledge of child protection laws, policies & procedures. -Stay updated on new legislation or laws. -Discuss child-safe practices and plan for improvements. -Report findings to JGC Executive. -Prepare annual 'Protecting our Children' and Youth Safeguarding training. -Review and approve Safeguarding policies & procedures annually.
Adult Volunteers	-Provide a supportive environment for children, young persons, and vulnerable people. -Familiarise themselves with policy, procedures, Code of Conduct and laws. -Report any belief or incident of abuse or risk to responsible persons or authorities. -Fulfil mandatory reporting obligations. -Complete necessary forms and compulsory training.

Safe Recruitment, Selection, Training and Management of Volunteers

Job's Daughters Queensland is committed to ensuring that all adults working with or supporting young people are suitable, appropriately trained, and accountable. Our processes meet legislative requirements under the Working with Children (Risk Management and Screening) Act 2000 (Qld) and align with our insurer's expectations.

1. Recruitment and Screening

- Blue Card: All volunteers must hold a current Blue Card before commencing duties and card linked to Job's Daughters Queensland.
- CAV Certification: All volunteers must complete Child Abuse Prevention and Youth Protection (CAV) training and hold a current CAV certificate before commencing duties.
- JGC Screening Check: All applicants are required to complete the JGC Volunteer Screening Form and supply at least two referees, including one who has directly supervised them in a child-related or volunteer role.
- Verification: Blue Card and CAV certification are verified by the Supreme Deputy and JGC Executive before commencement.

2. Training and Ongoing Requirements

- Initial Training: Volunteers complete CAV training at induction and sign all required Job's Daughters International forms (Form 1, Form 9, and any role-specific acknowledgements).
- Policy Familiarisation: All volunteers must read and agree to the JGC Safeguarding and Risk Management Strategy and Policies and Procedures and acknowledge their obligations.

Training & Compliance Schedule

Requirement	At Commencement	Renewal / Ongoing	Verified By	Notes
Blue Card	Must be current before duties	Ongoing – renewal as required by Blue Card Services	Supreme Deputy	Blue Card Register
CAV Certification	Completed at induction	Ongoing – renewal as required	Supreme Deputy	Certificate kept on file
JGC Volunteer Screening Form	Completed at induction	Not required unless role changes	JGC Executive	Includes 2 referees
JDI Forms (Form 1, Form 9, etc.)	Signed at induction	Updated if role changes	JGC Executive	Stored in JGC records
Policy Familiarisation	At induction	Re-signed at policy updates	JGC Executive	Volunteer acknowledges obligations

3. Oversight and Management

- Annual Check: The Supreme Deputy and JGC Executive review the register of Blue Cards and CAV certification annually to ensure compliance.
- Supervision: Volunteers are subject to ongoing supervision and support by the JGC and Bethel Councils.
- Form 5 Reviews: Annual evaluations using Form 5 (Council/Volunteer Feedback) are required to assess effectiveness, behaviour, and compliance.
- Optional Police Checks: Where required by law or insurer, a National Police Check may be requested in addition to a Blue Card.

4. Non-Compliance

Any volunteer who fails to hold a current Blue Card, CAV certification, or comply with this policy will be suspended from duties until compliance is restored.

Managing Safeguarding Risk

Job's Daughters Queensland incorporates child safety into all planning and operations. Risk is managed by:

- Maintaining an up-to-date Risk Management Strategy reviewed annually by the YPP Committee.
- Using formal risk assessments for all Bethel and JGC activities (including transport, catering, fundraising, and camps).
- Keeping a register of legal safeguarding obligations and insurer requirements.
- Implementing clear policies, procedures, and systems to reduce the likelihood and impact of harm.
- Having two reporting processes: confidential reporting (direct to Supreme Deputy or Safeguarding Officer) and standard reporting (through Bethel Guardians/JGC).
- Maintaining an Incident Response Plan and an Incident Register (Form 11).
- Undertaking periodic audits of compliance (Blue Cards, CAV status, safeguarding forms).
- Monitoring and reviewing safeguarding effectiveness annually.

Safe Online

Job's Daughters Queensland recognises online risks and applies the following safeguards:

- All members, families, and volunteers must comply with the JDIQld Social Media Policy and sign an Acceptable Online Use Agreement.
- Adults must not:
Post or share offensive, discriminatory, or sexually explicit content.
Contact youth members outside approved channels or without parental inclusion.
Hold private online communications with Daughters (all contact must include a parent/guardian or be on a group-visible platform).
- Any suspicion of grooming, sextortion, or online exploitation must be reported immediately via Form 11 and to Police if appropriate.
- Annual safeguarding training includes online safety awareness for Daughters, parents, and volunteers.

Digital Safety and Online Conduct

To comply with the 2025 Child Safety Guidelines, Online Safety Act, and national standards, this organisation recognises that risks extend beyond physical environments. Online and digital spaces must be safe, respectful, and monitored.

- **Cyberbullying:** Any form of online harassment, intimidation, or exclusion is strictly prohibited. Complaints will be handled under the Complaints Procedure, with a child-focused approach.
- **Grooming Risks:** Adults must not initiate private online contact with children. All communication must occur through approved, transparent channels (e.g., official email, closed group messaging with two adults present).
- **Social Media Moderation:** All official social media accounts must be administered by at least two approved adults. Moderators are responsible for monitoring posts, comments, and messages to ensure compliance with this policy and removing inappropriate content.
- The creation, use, or distribution of AI-generated or digitally manipulated images or content involving members is strictly prohibited.

Reporting of a Safeguarding Incident

- All suspicions, disclosures, or incidents must be reported immediately to the Jurisdictional Guardian or Supreme Deputy, using Form 11 - Incident Report.
- If immediate harm is suspected, contact Police (000) or Child Safety without delay.
- Reporting to external authorities does not replace internal reporting requirements.

Managing Safeguarding Incidents

- First priority: ensure the safety of the child or young person.
- Notify Jurisdictional Guardian + Supreme Deputy.
- Complete Form 11.
- Where required, JGC Executive notifies insurer and external authorities.
- Internal response is limited to fact-finding and ensuring risk is managed; criminal investigations are left to Police/Child Safety.

Internal Reporting: Responding to Suspected Incidents

- All CAVs and adult members must report even "small or uncertain" concerns.
- Chain of reporting: Volunteer → Jurisdictional Guardian → Supreme Deputy.
- Incident is logged in the Incident Register.

External Reporting and Mandatory Reporting

- Under Queensland law, all adults have a duty to protect children from harm (*Child Protection Act 1999*).
- Blue Card obligations apply to all adult volunteers.
- Serious harm, sexual misconduct, or reportable conduct must be referred to Police/Child Safety and insurer.

Investigating an Incident

- JGCQ, JDI does not conduct criminal investigations.
- Internal steps focus on ensuring safety, recording facts, and maintaining compliance.
- All members must cooperate fully with Police or authorised external investigators.

Incident Register

- All reports are logged in a secure Incident Register maintained by the JGC Executive.
- Access restricted to JGC Executive and the Supreme Deputy.
- Used for compliance monitoring, insurer reporting, and annual review.

Disciplinary Action

Job's Daughters Queensland (JGCQ) has a zero-tolerance approach to safeguarding breaches. All allegations will be assessed, and pending investigation, JGCQ may:

- Suspend a volunteer from duties.
- Revoke CAV status.
- Refer matters to Supreme Headquarters for further action.
- Where a breach of law occurs, report immediately to Police and insurers.

At the conclusion of an investigation:

- Breaches of the Code of Conduct may result in dismissal or permanent removal from volunteer duties.
- Proven criminal conduct will result in removal and referral to the appropriate authorities.

Supporting Parties Affected by a Complaint

- Priority is given to supporting the child or young person.
- Families, volunteers, and other members impacted by the complaint are also supported.
- Access to counselling or external support is facilitated where appropriate.

Privacy and Information Sharing

- All safeguarding reports are confidential and shared on a strict "need-to-know" basis.
- Information may be shared with Police, Child Safety, or insurers where safety or law requires.
- Media enquiries must be referred to the Jurisdictional Guardian or Supreme Deputy; no other member may comment publicly.

Whistle-Blower Protection

Job's Daughters Queensland is committed to ensuring that all members, volunteers, parents/guardians, and staff feel safe to raise concerns about conduct that may breach this Policy or the Code of Conduct.

- Concerns may be reported confidentially to the Bethel Guardian, Jurisdictional Guardian, or directly to the Supreme Deputy.
- Reports may also be made anonymously through Form 11 - Incident Report. Whistle-blowers will be supported and protected from retaliation, victimisation, disadvantage, or dismissal for making a report in good faith.
- All complaints and disclosures will be treated with confidentiality, with information only shared on a need-to-know basis for investigation and resolution.

Managing Breaches of the Safeguarding & Risk Management Strategy

- All members must comply with the Safeguarding Code of Conduct and the Safeguarding Policy & Risk Management Strategy.
- The Supreme Deputy (or Assisting Supreme Deputy) will provide each Bethel Guardian Council with an updated listing of all positive Working with Children (Blue) Card and Certified Adult Volunteer (CAV) card holders for that Bethel.

Compliance Monitoring

Compliance is monitored through:

- Ongoing supervision of volunteers at Bethel and Jurisdictional events.
- Annual safeguarding refresher training for all volunteers.
- Completion of the Annual Safeguarding Compliance Checklist conducted by the Supreme Deputy.

This ensures Working with Children (Blue) Card currency, safeguarding training completion, and adherence to the Safeguarding Policy, Code of Conduct, and Risk Management Strategy are reviewed and confirmed.

Breaches

- Breaches of this policy must be addressed immediately.
- Disciplinary measures may include:
 - Counselling, support, or education.
 - Reinforcement of the Safeguarding Code of Conduct and Youth Protection Policy.
 - Verbal or written warnings.
 - Withdrawal of privileges, suspension, or expulsion.
- All members have a right of appeal, as outlined in the Manual of Rules and Regulations of the Jurisdictional Guardian Council of Queensland.

See Risk Management Strategy for detailed risk registers and event-specific controls.

Continuous Improvement

- This Policy will be reviewed annually by the YPP Committee and after every complaint of abuse or safeguarding breach.
- After any safeguarding concern or incident, JGCQ will act to prevent recurrence. Actions may include:
 - Seeking expert advice from authorities or safeguarding professionals.
 - Reviewing and updating this Policy and related risk assessments.
 - Providing closer supervision of individuals or activities.
 - Offering additional training or refresher education.
 - Referring unsuitable individuals to the appropriate authorities or revoking volunteer roles.
- Feedback from members, families, and volunteers is welcomed and considered in the annual review.

Governance

- The Jurisdictional Guardian Council (JGC), in consultation with the Supreme Deputy, provides safeguarding governance for Job's Daughters Queensland.
- Safeguarding is a standing agenda item for JGC meetings.
- All JGC Executive members receive governance training in safeguarding responsibilities.
- Policies and procedures are reviewed at least annually, and records of review are kept in JGCQ minutes.
- Stakeholders (members, parents, volunteers, insurers, and community partners) may be consulted in developing or revising policies.

APPENDIX A: MAPPING OF POLICIES TO THE 10 NATIONAL PRINCIPLES

National Principle (2025)

1. Child safety and wellbeing are embedded in organisational leadership, governance, and culture
2. Children and young people are informed about their rights, participate in decisions affecting them, and are taken seriously
3. Families and communities are informed and involved in promoting child safety and wellbeing
4. Equity is upheld and diverse needs respected in policy and practice
5. People working with children and young people are suitable and supported
6. Processes for complaints and concerns are child-focused
7. Staff and volunteers are equipped with knowledge, skills, and awareness to keep children safe
8. Physical and online environments promote safety and wellbeing while minimising opportunities for harm
9. Implementation of the Child Safe Principles is regularly reviewed and improved
10. Policies and procedures document how the organisation is safe for children and young people

How This Organisation Meets the Principle

Safeguarding Policy section on leadership responsibilities; Risk Management Strategy requiring safety-first planning; Executive accountability for compliance.

Youth engagement in decision-making; Junior leaders included in planning and feedback; Codes of Conduct recognise the rights of young members.

Policies shared with families; Parents/carers consulted on activities and risk assessments; Family engagement encouraged at events.

Non-discrimination and inclusion commitments; Reasonable adjustment obligations; Accessible participation pathways for girls with disability and diverse backgrounds.

Blue Card (WWCC) requirements; Mandatory induction and training; Annual review of compliance; Insurance coverage conditional on compliance.

Complaints procedure with child-friendly pathways; Safeguarding Policy ensures all concerns are taken seriously; Whistleblower protections.

Training requirements outlined; Ongoing professional development; Role descriptions specify safeguarding responsibilities.

Risk assessments for venues and travel; Online safety protocols (social media, cyberbullying, grooming, AI content risks); Monitoring of official accounts.

Annual review of Safeguarding Policy and Risk Management Strategy; Incident reporting analysis; Continuous improvement cycle.

This manual, along with the Safeguarding Policy and Risk Management Strategy, sets out clear expectations, processes, and accountabilities.

APPENDIX B - SAFEGUARDING DEFINITIONS

TERM	DEFINITION
Abuse	All forms of physical and mental abuse, exploitation, coercion or ill-treatment. This might include, for example: • physical abuse; • emotional abuse; • threats of, or actual violence, verbal, emotional or social abuse; • sexual harassment, bullying or abuse; • sexual criminal offences; • cultural or identity abuse, such as racial, sexual or gender-based discrimination or hate crime; • coercion and exploitation; • abuse of power; and • neglect.
Adult	A person who is not a child.
Child or young person	A person under the age of 18 years.
Child abuse	Is emotional abuse, neglect, physical abuse and/or sexual abuse (all as defined) to a child.
Child Safe Organisation	An organisation that consciously and systematically: • creates conditions that reduce the likelihood of harm to children. • creates conditions that increase the likelihood of identifying and reporting of harm. • responds appropriately to disclosures, allegations and suspicions of harm.
Complaint	Includes any allegation, suspicion, concern or report of a breach of this Policy or Job's Daughters Queensland's Code of Conduct. It also includes disclosures made to Job's Daughters Queensland that may be about or relate to abuse in a JDI context. Job's Daughters Queensland may receive a complaint: • Directly or through a redress scheme (should one exist); • From anyone – a child, adult survivor, parent, trusted adult, independent support person, staff member, volunteer or community member; • About an adult allegedly perpetrating child sexual abuse or about a child exhibiting harmful sexual behaviours; or • In writing, verbally or as a result of other observations, including behavioural indicators. A complaint may become a 'report' to an external authority or agency.
Disclosure	A process by which a child conveys or attempts to convey that they are being or have been sexually abused, or by which an adult conveys or attempts to convey that they were sexually abused as a child. This may take many forms, and might be verbal or non-verbal. Non-verbal disclosures using painting or drawing, gesticulating, or through behavioural changes, are more common among young children, children and vulnerable people with cognitive or communication impairments. Children, in particular, may also seek to disclose sexual abuse through emotional or behavioural cues, such as heightened anxiety, withdrawal, aggression or inappropriate sexual behaviour. Disclosures can be intentional or accidental, and they might be prompted by questions from another person, or triggered by a memory of the abuse. A disclosure may also become a 'complaint' when made to Job's Daughters Queensland or a 'report' when made to an external authority or agency.
Emotional or Psychological Abuse	Serious psychological harm can occur where the behaviour of their parent or caregiver damages the confidence and self-esteem of the child or young person, resulting in serious emotional disturbance or psychological trauma. Although it is possible for 'one off' incidents to cause serious harm, in general it is the frequency, persistence and duration of the parental or carer behaviour that is

	instrumental in defining the consequences for the child or young person. This can include a range of behaviours such as excessive criticism, withholding affection, exposure to domestic violence, intimidation or threatening behaviour.
Grooming	Behaviours that manipulate and control a child, their family and other support networks, or institutions with the intent of gaining access to the child, obtaining the child's compliance, maintaining the child's silence, and avoiding discovery of sexual abuse. Grooming can take place in person and online and is often difficult to identify and define. This is because the behaviours involved are not necessarily explicitly sexual, directly abusive or criminal in themselves, and may only be recognised in hindsight. Some grooming behaviours are consistent with behaviours or activities in non-abusive relationships, and can even include desirable social behaviours, with the only difference being motivation. Perpetrators can groom children, other people in children's lives, and institutions. • Grooming may take a number of forms. • Building trust. • Favouritism. • Gaining the trust of the child's or young person's parents or carer/s. • Isolation - from family and/or, friends. • Intimidation and secrecy 'Testing the waters' or boundary violation. • Shaping the persons perceptions.
Harm	A detrimental effect to a person's safety or well-being caused by abuse.
Mandatory Reporting	Where a legislative requirement is placed where there is the organisation forms a reasonable belief that a report needs to be made to report regarding known and/or suspected cases of child abuse and neglect to the appropriate state based authority. This may be a nominated government department or agency (typically the Police and/or child protection authority).
Neglect	Is when a parent, guardian caregiver cannot regularly give a child the basic things needed for his or her growth and development, such as food, clothing, shelter, medical and dental care, adequate supervision, and enough parenting and care.
Person at Risk	Person aged 18 years and over who: a) has care and support needs; b) is being abused or neglected, or are at risk of abuse or neglect; and c) is unable to protect themselves from abuse or neglect because of their care and support needs.
Physical Abuse	Is a non-accidental injury or pattern of injuries to a child or young person caused by a parent, caregiver or any other person. It includes but is not limited to injuries which are caused by excessive discipline, severe beatings or shakings, cigarette burns, attempted strangulation and female genital mutilation. Injuries include bruising, lacerations or welts, burns, fractures or dislocation of joints. Hitting a child or young person around the head or neck, or using a stick, belt or other object to discipline or punishing a child or young person (in a non-trivial way) is a crime.
Reasonable grounds for belief	A reasonable belief is a belief based on facts that would lead a reasonable person to think that reportable conduct may have occurred. A reasonable belief is more than suspicion. There must be some objective basis for the belief. However, it does not require certainty. For example, a person is likely to have a reasonable belief if they: • observed the conduct themselves • heard from a child that the conduct occurred • received information from another source (including another person who witnessed the reportable conduct or misconduct). The head of the organisation does not need to share the person's reasonable belief regarding the allegation.
Reportable Conduct	Conduct that must be reported under legislation that obliges designated institutions to report allegations of institutional child sexual abuse to an independent statutory body.

Safeguarding	Protecting the welfare and human rights of people that are, in some way, connected with your organisation or its work – particularly people that may be at risk of abuse, neglect or exploitation.
Safeguarding Officer	The Member of Job's Daughters Queensland appointed by the Jurisdictional Guardian Council to coordinate safeguarding administration.
Sexual Abuse	Any act which exposes a child to, or involves a child in, sexual processes beyond his or her understanding or contrary to accepted community standards. Sexually abusive behaviours can include the fondling of genitals, masturbation, oral sex, vaginal or anal penetration by a penis, finger or any other object, fondling of breasts, voyeurism, exhibitionism, and exposing the child to or involving the child in pornography. It includes child grooming, which refers to actions deliberately undertaken with the aim of befriending and establishing an emotional connection with a child, to lower the child's inhibitions in preparation for sexual activity with the child.
Vulnerable person	Vulnerable people are defined as people aged under 18 or other individuals who may be unable to take care of themselves or are unable to protect themselves against harm or exploitation. While all people must be protected from harm, there are additional legislative and ethical considerations for protecting vulnerable people. Vulnerable people can include: • people with impaired intellectual or physical functioning • people from a low socio-economic background • people who are Aboriginal or Torres Strait Islanders • people who are not native speakers of the local language • people with low levels of literacy or education
Whistle-blower	Anyone who makes or attempts to make a report of Reportable Conduct under this Policy, and is, or has previously been, a volunteer, contractor, third party, child or young person in the care of Job's Daughters Queensland, or is a relative or dependent of such persons.
Working with Children Check	A pre-volunteer screening program which ensures child-safe working environments in Australia. Pre-volunteer screening of adults and volunteers who come in contact with children is mandatory and legislated for across most States and Territories in Australia. However, there is no national framework setting out the requirements for obtaining a Working with Children Check (or Police Checks) - and each State and Territory has their own procedures and requirements.
Young person	A teenager who is a child. Note: This term is used in recognition that a teenager may not identify as being a 'child' (notwithstanding the definition).

APPENDIX C: INDICATORS OF ABUSE

Job's Daughters Queensland recognises that all members have the right to grow and participate in a safe, supportive environment. Adult volunteers are responsible for remaining vigilant and reporting any concerns about the safety and wellbeing of a child or young person.

The presence of one or more of the following indicators does not mean that abuse has occurred. However, it requires vigilance and, where appropriate, action in line with this policy. Adults who know the young person well are often best placed to notice changes that may suggest abuse or harm.

	PHYSICAL INDICATORS	BEHAVIOURAL SIGNS
Emotional or Psychological Abuse	• Delayed physical, emotional, or intellectual development • Speech disorders • Frequent psychosomatic complaints (e.g. headaches, stomach aches) • Eating disorders, weight gain or loss	• Low self-esteem, feelings of worthlessness • Excessive withdrawal, sadness, or crying • Extreme compliance or fear of making mistakes • Aggressive or disruptive behaviour • Difficulty forming friendships or trusting adults
Grooming	(Usually no physical indicators – changes are often social or behavioural)	• Talks a lot about a particular adult or older child, or wants to spend a lot of time with them or meet them alone • Is in a relationship with a much older person • Is skipping school or JD activities • Is spending less time with friends or changes friendship groups suddenly • Has unexplained gifts and doesn't want to talk about where the gifts came from • Doesn't want to talk about what they've been doing or lies about it • Stops telling you about their day or asking for your advice.
Neglect	• Consistently poor hygiene or unwashed clothing • Malnourishment or constant hunger • Inappropriate clothing for weather conditions • Untreated medical or dental conditions	• Frequent absence from school or Bethel activities • Stealing or begging for food or money • Taking on adult responsibilities beyond their age • Tiredness, listlessness, or falling asleep in activities
Physical Abuse	• Facial, head and neck bruising or injuries • Drowsiness, vomiting, fits (associated with head injuries) • Unexplained or poorly explained injury • Other bruising and marks may suggest the shape of the object that caused it • Bite marks or scratches • Unexplained burns or scalds • Unexplained fractures, dislocations, sprains	• Explanation inconsistent with the injury; explanation varies • Changes in behaviour (e.g. out of character aggression, withdrawal, excessive compliance) • Flinching or avoiding physical contact • Fear of going home or being with certain people • Wearing long sleeves or heavy clothing to hide injuries
Sexual Abuse	• Direct or indirect disclosure • Sexual act described by the person • Trauma to the breasts, buttocks, lower abdomen or thighs • Difficulty in walking or sitting • Injuries (e.g. tears or bruising), pain or itching to genitalia, anus or perineal region • Torn, stained or blood stained underwear or bedclothes • Unexplained sexually transmitted infections	• Repeat use of words e.g. "bad", "dirty" • Self-destructive behaviour, self-mutilation • Sudden changes in behaviour or temperament, e.g. depression, anxiety attacks, withdrawal, agitation, anger, violence, absconding, seeking comfort and security • Inappropriate advances to others • Changes in social patterns, refusing to attend usual places

APPENDIX D: HOW TO RESPOND TO A DISCLOSURE OF HARM

When a child or young person tells you (directly or indirectly) that they have experienced harm, it is important that you respond in a calm, supportive, and appropriate way.

Your role is to **listen, reassure, and report** – not to investigate.

Do

- ✓ Find a private, safe place where the child feels comfortable to talk.
- ✓ Use a calm, reassuring tone.
- ✓ If they have trouble communicating, consider whether another trusted person is needed to help them express themselves.
- ✓ Speak in language that suits their age, stage of life, and understanding.
- ✓ Let them tell their story in their own words and at their own pace.
- ✓ Be open, respectful, and non-judgmental.
- ✓ Support them without pressing for details.
- ✓ Be mindful of cultural needs and sensitivities. If appropriate, ask if they would prefer to speak with someone else (e.g. an Aboriginal or Torres Strait Islander leader).

Helpful Messages to the Person

- "It is not your fault."
- "You did the right thing by telling me."
- "Abuse is never okay."
- "I will need to share this with people who can help keep you safe."
- "I can explain what will happen next."

Don't

- ☒ Express disbelief, shock, or disapproval.
- ☒ Probe for information or ask leading questions.
- ☒ Attempt to investigate yourself.
- ☒ Make them repeat their disclosure to others.
- ☒ Make promises of secrecy or other promises you cannot keep.
- ☒ Shut down the conversation – this suggests they've done something wrong.
- ☒ Make negative comments about the alleged perpetrator – the child may have complex feelings, including loyalty or love.

Next Steps (for all Volunteers)

1. **Record** the disclosure as soon as possible using the child's own words, noting the date, time, and who was present.
2. **Report immediately** to the Jurisdictional Guardian, or Supreme Deputy.
3. **If a child is in immediate danger, call 000.**
4. Do not discuss the disclosure with anyone else, except as required under this policy.

APPENDIX E: REPORTING ABUSE OR SAFETY RELATED MISCONDUCT AND STATE MANDATORY REPORTING CONTACTS (Queensland)

In case of immediate danger or medical emergency involving a child, always call Triple Zero (000).

If you suspect a child is experiencing harm, is at risk, or being neglected, contact:

During business hours (Monday-Friday)

Call your nearest Regional Intake Service:

- Brisbane & Moreton Bay: 1300 682 254
- Sunshine Coast & Central Queensland: 1300 703 762

eapu.com.au+15Families and Disability Services+15qfcc.qld.gov.au+15Families and Disability Services+8Families and Disability Services+8legalaid.qld.gov.au+8

After hours and weekends

Contact the Child Safety After Hours Service Centre at 1800 177 135 (operates 24/7)

[Queensland Law Handbook Online+11Families and Disability Services+11Families and Disability Services+11](#)

Summary Table

Situation	Emergency	Business Hours Contact	After Hours Contact
Child in immediate risk	000	Regional Intake Services (see list above)	1800 177 135 (Child Safety After Hours)
Unsure where to report child safety concern	000 if urgent	1800 811 810 (Enquiries Unit)	1800 177 135

Who Can Report

- Anyone: member, child, parent/guardian, family, volunteer, staff, or witness.

What to Report

- Abuse, neglect, or safety concerns (including grooming).
- Current or historical disclosures or suspicions.
- Breaches of the Safeguarding Policy or Code of Conduct.
- Behaviours that could be grooming or inappropriate.

How to Report

- Verbally (in person or by phone).
- In writing (email, letter, or Form 11 – Incident Report).
- Directly to Police or State/Territory Mandatory Reporting authorities.

Who to Report To

- Bethel Guardian.
- Jurisdictional Guardian.
- Supreme Deputy or Assisting Supreme Deputy.
- Police or other statutory authority (may also be contacted directly at any stage).

What Happens Next

- Immediate support provided to the child or person raising the concern.
- Steps taken to ensure safety of all involved.
- Removal or stand-down of the person of concern, if required.
- Report escalated to Police and/or regulatory authorities.
- JGCQ internal investigation may follow *after clearance* from statutory authorities.
- All safeguarding incidents are recorded using Form 11 – Incident Report and retained in the Incident Management System.

Appendix F–References & Resources

Core References Supporting the Safeguarding Policy

National Frameworks & Legislation

- National Principles for Child Safe Organisations (Australian Human Rights Commission)
<https://humanrights.gov.au/our-work/childrens-rights/projects/national-principles-child-safe-organisations>
- Child Safe Organisations Resources (Australian Human Rights Commission)
<https://childdsafe.humanrights.gov.au/>
- Criminal Code Act 1995 (Cth) – outlining reporting and related offences
- Privacy Act 1988 (Cth) – governing privacy of personal information

Queensland Laws, Agencies, and Reforms

- Working with Children (Risk Management and Screening) Act 2000 (Qld) (current as at July 1, 2025)
[Queensland Government+2National Office for Child Safety+2National Office for Child Safety+2Ministerial Media Statements+2The Sector+5Queensland Legislation+5Queensland Government+5](#)
- Working with Children (Risk Management and Screening) Regulation 2020 (Qld)
- Child Protection Act 1999 (Qld)
- Blue Card Services – Queensland Government
<https://www.qld.gov.au/law/laws-regulated-industries-and-accountability/queensland-laws-and-regulations/regulated-industries-and-licensing/blue-card>
[Courier Mail+6Queensland Government+6Wikipedia+6](#)
- Changes to the Blue Card System (1 July 2025 onwards) – expanded coverage, parent-exemptions, immediate suspension powers, and streamlined processes
[indailyqld.com.au+15Queensland Government+15Queensland Government+15](#)
- Strengthening and streamlining the Blue Card System (aligned with national reforms and QFCC recommendations)
[Queensland Government+2The Sector+2](#)
- Working with Children (Risk Management and Screening) and Other Legislation Amendment Bill 2024 – encompassing kinship carer exemptions and suspension options
[indailyqld.com.au+15The Sector+15The Sector+15](#)
- New Child Safe Organisations legislation requiring all relevant Queensland organisations to meet child-safe standards and the introduction of a reportable conduct scheme (expected full implementation by July 2027)
[Ministerial Media Statements+1](#)
- QFCC’s Blue Card Review and oversight reforms (used to inform policy foundations)
[Queensland Government+3Ministerial Media Statements+3The Sector+3](#)

National Reform Developments (2025)

- National "banned in one, banned in all" Working With Children Check reforms – states committed to closing gaps by end of 2025 to enable cross-border enforcement
[ministers.ag.gov.au+5The Guardian+5News.com.au+5](#)
- Calls to expedite national consistency in WWCC systems following high-profile failures of the current fragmented system
[Wikipedia+5ABC+5The Guardian+5](#)

Job’s Daughters References

- Constitution and Bylaws of Job’s Daughters International (Queensland-adopted version)
- Queensland Policy and Procedures Manual (JGC Qld)
- JDI Youth Protection Program (YPP) documentation

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