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## Toc H Queensland Child Safety Policy

In response to the new Child Safe Organisation Act 2024 all organisations catering for children in Queensland are required to align their child safety policies and procedures to comply with the Queensland 10 child safety standards and the universal principle. Organisations such as Toc H need to be compliant from 1 April 2026.

Every member of Toc H Queensland is responsible for ensuring the safety of children and vulnerable people by creating and maintaining a culture that prioritises the wellbeing and inclusion of everyone. A child safe culture reduces the risk of people experiencing harm and of the underreporting of harm by people who do not know how or do not feel confident to do so. The aim of this document is to define the policies and compliance procedures required to ensure the safety of children and vulnerable adults in all the activities in which Toc H Queensland members, volunteers, employees and contractors are involved.

As Toc H is founded on Christian values, if we consider the words of Jesus in the Gospel of Matthew, He made it clear that we firstly have a responsibility to protect children from harm but we must also create an environment which protects people from temptation to become abusers by ensuring they are not put into situations where they have any opportunity to harm children.

*According to Matthew 18; 5-11 Jesus said "Whoever welcomes in my name one such child as this, welcomes me. If anyone should cause one of these little ones to lose their faith in me, it would be better for that person to have a large millstone tied around his neck and be drowned in the deep sea. How terrible for the world that there are things that make people lose their faith! Such things will always happen—but how terrible for the one who causes them!"*

### **Universal Principal: Cultural Safety**

All Toc H Queensland members, volunteers, employees and contractors must act ethically and responsibly, taking care of their own and other people's health and safety and showing respect for other people's religion and culture, particularly the culture of Australian Aboriginal and Torres Strait Islander peoples. It is the aim of Toc H to build bridges, increasing dialogue and understanding between people of different cultural and socioeconomic backgrounds, following the example of Jesus in reaching out in friendship to children, disabled, marginalized and lonely people and foreigners.

In the spirit of the ethos and Christian values of the Toc H movement, members of Toc H Queensland welcome people from all religions and cultures and create a welcoming environment for Aboriginal and Torres Strait Islander peoples and for those of diverse cultural backgrounds and physical/social abilities.



## 1. Leadership and Culture

It is the responsibility of the Toc H Queensland executive and the leaders of each Toc H Queensland branch to ensure the safety and protection of children and vulnerable people from all types of harm, including physical, sexual, psychological and emotional harms and to ensure the creation of a welcoming environment for everyone, particularly Aboriginal and Torres Strait Islander children and their families so they feel safe, included, valued and respected.

This commitment to ensuring the safety and wellbeing of children and vulnerable people must be promoted in Toc H Queensland websites, social media pages and promotional materials.

Queensland Toc H executive and the leaders of the branches must ensure that all members and volunteers 18 years of age or older and any employees or contractors who are in contact with children have current Child safety blue cards and have completed up to date training online or in person in the Queensland 10 child safety standards so that they can follow the standards, recognise and report risks and prevent harm from occurring.

They must ensure that there is clear documentation of risk assessments and actions taken to respond to, resolve and prevent the recurrence any child safety incident that is identified.

All activities including transport of children or vulnerable adults unaccompanied by a parent or carer must be under supervision of at least 2 people who have current blue cards and child safety training. Where both boys and girls are involved there must be at least one male and one female supervisor 18 years of age or older.

An adult must not enter into a child's home unless invited to do so by a parent, guardian or carer who is present at the time and remains present at all times during the visit. Adults must avoid being alone with a child in their home or anywhere else.

An adult must not give gifts to children unless gifts are given to all children present or as prizes for activities. When children are present, all language and actions must remain respectful and free of any obscenities such as inappropriate jokes, swear words, discussions etc. of a sexual or blasphemous nature.

## 2. Voice of Children

Toc H Queensland and Queensland Toc H branches are required to provide age-appropriate information to children about the right to safety, prevention of abuse and participation provided in the form of posters, brochures, videos or programs. They should seek feedback from children in child-friendly ways so children can feel comfortable expressing their views, raising any concerns and contributing to decision-making. They must ensure members, volunteers and staff are trained in active listening and child-centred communication and that each Toc H entity has a defined child-friendly



complaints process and a procedure for implementing appropriate changes in response to any complaints.

### **3. Family and Community**

A family member or carer must provide written permission for their child or vulnerable person to participate in an activity. They must complete registration and medical forms and be given the opportunity and a way to provide feedback. Private information is confidential and must be kept secure.

Where possible and appropriate, seek feedback from family members or organisations caring for children about how they can be involved in protecting the safety and wellbeing of children and ensure they know how to raise concerns relating to Toc H activities. When children of Aboriginal and Torres Strait Islander families are involved, ensure activities and environments are co-designed to appear safe and welcoming and consider consulting with Elders to assist in developing these. Where children from different religions are involved ensure that suitable food is provided. For example, if Jewish or Muslim families are involved ensure suitable food avoiding pork, ham and bacon is served whilst if Hindu families are participating a vegetarian serving strictly avoiding beef would be required. It is also important to consider known allergies and, where possible, modifying the environment and menu to ensure a culturally safe environment for all. Make time to build relationships with families and community leaders so they can feel comfortable sharing helpful information and raising concerns.

### **4. Equity and Diversity**

Toc H members, volunteers and staff organising events and activities for children, vulnerable people and their families need to ensure that the unique needs of everyone are met. This includes people from diverse cultures, religions and languages, refugees, people with disabilities and those who identify as LGBTQIA+. Ensure members and volunteers are provided with training so they can develop strategies so that they provide inclusive, culturally safe activities and environments. Where appropriate, they should endeavour to include opportunities for children to learn about different communities and cultures. Regularly review events and activities to ensure that the needs of children from all backgrounds and cultures are catered for.

### **5. People**

Toc H Queensland executive and leaders of Toc H branches need to ensure that members, volunteers and employees who are involved in projects for children and vulnerable people have current Queensland child safety blue cards, have received appropriate child safety training and are committed to maintaining the physical, emotional and cultural safety of everyone involved in the project. Any employment descriptions must state that the employee will be responsible for the safety and wellbeing



of children and that having a current Queensland child safety Blue Card and undergoing child safety training are mandatory pre-requisites for employment, membership and volunteering with Toc H (children under 18 years of age excepted). Interviewers and sponsors are required to ensure that prospective employees, members and volunteers are aware of and committed to the ethos and Christian values of Toc H. It is essential to screen prospective employees and project leaders. They need to submit an application, have a current Blue Card, provide at least 2 references preferably including one from a minister of religion (eg priest, pastor, rabbi), be interviewed and sign a statement stating they are aware of and committed to the ethos and Christian values of Toc H, particularly all 4 points of the Toc H compass including a commitment to humbly work for the Kingdom of God by befriending and helping people of all religions and cultures. Ensure employees and project leaders are aware of record keeping, information sharing, confidentiality and reporting responsibilities.

## **6. Complaints Management**

Toc H Queensland and its branches are required to take complaints seriously and to respond promptly, providing complainants with feedback on outcomes and resulting actions. People need to know:

- What they can complain about
- How to make a complaint
- Who to make the complaint to

The complaints process must include reporting and record keeping and be flexible and responsive to accommodate and take into account the safety and well being of complainants from all cultural backgrounds. Toc H Queensland must maintain a complaint-handling procedure that clearly identifies the roles and responsibilities of members and employees at each level of the organisation and outlines the procedure for responding to complaints and breaches of safety protocols for children and vulnerable people. The procedure for making complaints and the people appointed to investigate and respond to complaints and breaches should be made known to children, families, carers, volunteers and employees. A designated person with training in the appropriate procedure should be appointed to oversee circumstances that require reporting of a complaint or concern to police or other authorities. Anyone involved in investigating a complaint must ensure that children and their families are not re-traumatised and that all reporting, confidentiality and employment law obligations are met. Complaints should be reviewed to ensure there are no systemic problems identified and to promote future improvement.

## **7. Knowledge and Skills**

All members, volunteers and employees of Toc H Queensland 18 years of age or older who will be working closely with children or vulnerable people are required to read this document and to either attend an approved training session on the Queensland 10 Child safe standards or complete an



approved online module of such training and submit a Certificate of Completion to the Risk Manager or other person designated to oversee child safety before participating in activities with children or vulnerable people. In order to remain current, this training must be undertaken every 3 years. The Queensland Executive Committee will be responsible for reviewing event and project plans in advance and determining whether children and vulnerable persons training will be a requirement for volunteers/members to complete in order to participate.

## **8. Physical and Online Environments**

Project coordinators are required to prepare a risk management plan before starting a project or conducting an activity and submit it to the risk manager. When planning a project or activity, consider risks in the physical and online environments and also risks in the social and cultural context and determine how to mitigate them. Include protocols for supervision in physical and online environments and plan how to respond to injuries, bullying or cyberbullying without compromising a child's right to privacy, social communication, access to information and learning. Regularly review the physical environment to ensure all risks, including any recently developed risks, are included and mitigated.

## **9. Continuous Improvement**

Regularly review policies and procedures to ensure they are current for the projects undertaken and the environments in which they take place and incorporate relevant feedback from participants and their families. Undertake analysis of complaints and safety incidents (and near misses) to identify causes or systemic failures and improve procedures so they can be improved to avoid adverse events occurring in the future. Consult with children, families and elders to ensure cultural safety for all is maintained.

## **10. Policies and Procedures**

Ensure that policies and procedures are easily accessible to everyone and are consulted regularly by members, volunteers and employees who are involved in activities with children and vulnerable adults and that these policies and procedures incorporate relevant feedback from children and their families.

Relevant Toc H Queensland Policies and Procedures:

- Toc H Queensland Child Safe Induction Pack
- Toc H Queensland Risk Management Procedure
- Toc H Queensland Workplace Health and Safety Policy
- Toc H Queensland Safety Induction Booklet



# Toc H Queensland

*Service is the rent we pay for our room on Earth*

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## 11. Version Control

<b>Version</b>	<b>Date</b>	<b>Author</b>	<b>Approved By</b>
Version 1.0	27/01/26	Flora Nichols	Toc H Queensland Executive
Version 1.1	29/03/26	Laura Richards	Toc H Queensland Executive