



Student Safety and Wellbeing Policy

PUBLISHED: 7 July 2026	REVIEW DATE: 7 July 2027	DOCUMENT NO. YMCA_POL_YSQ_017
YMCA Queensland		

Printed versions of this document are considered uncontrolled. Please refer to the YMCA Intranet for the latest version.

Table of Contents

1. PURPOSE	3
2. APPLICATION/SCOPE.....	3
3. DEFINITIONS	4
4. OBJECTIVE.....	5
Principles.....	5
Responsibilities	5
5. IMPLEMENTATION OF THE CHILD SAFE STANDARDS.....	6
5.1 Leadership and Culture	6
5.2 Student Voice.....	7
5.3 Family and Community.....	8
5.4 Equity and Diversity	8
5.5 People	9
5.6 Complaints	9
5.7 Skills and Knowledge	9
5.8 Physical and Online Environments.....	10
5.9 Continuous Improvement.....	10
5.10 Policies and Procedures	11
6. ROLES AND RESPONSIBILITIES.....	13
7. COMPLIANCE WITH POLICY	13
8. DISCLAIMER.....	13
9. DOCUMENT INFORMATION	13
10. REFERENCES AND RELATED DOCUMENTS	14
11. VERSION HISTORY	14

1. PURPOSE

The purpose of this policy is to establish and promote a safe, inclusive and culturally responsive environment for all students, ensuring their safety and wellbeing are prioritised in every aspect of the school's operations. This policy provides written processes about how the school will implement and comply with the Child Safe Standards and Universal Principle as required under the Child Safe Organisation Act 2024 (Qld).

2. APPLICATION/SCOPE

This policy applies to the entire school community – students and staff including full-time, part-time, permanent, fixed-term and casual employees, as well as contractors, volunteers and people undertaking work experience or vocational placements, members of the broader school community, including parents/guardians, and visitors

3. DEFINITIONS

Child safe entity, as per s10 of the *Child Safe Organisation Act 2024 QLD*, is an entity—

- (a) that provides—
 - (i) services specifically for children; or
 - (ii) facilities specifically for use by children who are under the supervision of the entity; and
- (b) that is either—
 - (i) mentioned in [schedule 1](#); or
 - (ii) prescribed by regulation.

However, an individual is not a child safe entity unless the individual carries on a business as an entity mentioned in subsection (1), including, for example, as a sole trader or partner in a partnership under the *Partnership Act 1891, section 5*¹

Child safe standards, as per s9 of the *Child Safe Organisation Act 2024 QLD*, are the following standards applying to an entity—

- (a) child safety and wellbeing is embedded in the entity's organisational leadership, governance and culture;
- (b) children are informed about their rights, participate in decisions affecting them and are taken seriously;
- (c) families and communities are informed and involved in promoting child safety and wellbeing;
- (d) equity is upheld and diverse needs respected in policy and practice;
- (e) people working with children are suitable and supported to reflect child safety and wellbeing values in practice;
- (f) processes to respond to complaints and concerns are child-focused;
- (g) staff and volunteers of the entity are equipped with the knowledge, skills and awareness to keep children safe through ongoing education and training;
- (h) physical and online environments promote safety and wellbeing and minimise the opportunity for children to be harmed;
- (i) implementation of the child safe standards is regularly reviewed and improved;
- (j) policies and procedures document how the entity is safe for children.²

Student, is any child or young person of any age, enrolled or seeking enrolment at Y Schools Queensland.

Universal Principle, in implementing and complying with the Child Safe Standards, a child safe entity must provide an environment that promotes and upholds the right to cultural safety of children who are Aboriginal persons or Torres Strait Islander persons (the Universal Principle).³

QFCC, Queensland Family and Child Commission.

¹ *Child Safe Organisation Act 2024 QLD s10*

² *Child Safe Organisation Act 2024 QLD s9(*

³ *Child Safe Organisation Act 2024 QLD s11(2)*

4. OBJECTIVE

Y Schools Queensland will implement and comply with the Child Safe Standards and acknowledges that it may be required to provide an authorised officer of the Queensland Family and Child Commission (QFCC) information about the school's compliance. In implementing and complying with the Child Safe Standards, Y Schools Queensland will provide an environment that promotes and upholds the right to cultural safety of students who are Aboriginal persons or Torres Strait Islander persons (the Universal Principle). The school will have regard to [Guidelines](#) made by the QFCC in implementing and complying with the Child Safe Standards and Universal Principle.⁴

As per the Guidelines, this policy outlines the ways in which Y Schools Queensland actions and prioritises the safety and wellbeing of students. Rules and expectations regarding student safe practices are outlined for staff, volunteers and community members with the aim of establishing a student safe environment.⁵

This policy will:

- Set out the school's expectations, practices, and approaches in relation to each of the Child Safe Standards, including the Universal Principle
- Be displayed for public access on the school's website and at the school's office
- Cover acceptable and unacceptable student to student, and student to adult interactions
- Describe the school's commitment to equity, inclusion and cultural safety and how the organisation recognises, responds and respects these factors.

Principles

The implementation of, and compliance with, the Child Safe Standards and Universal Principle by Y Schools Queensland are to be based on the following fundamental principles:

- (a) Child safe entities including Y Schools Queensland, are responsible for continuously improving the ways in which, in their operations—
 - (i) the safety of children is promoted; and
 - (ii) child abuse is prevented; and
 - (iii) allegations of child abuse are properly responded to;⁶
- (b) The Child Safe Standards are not a simple checklist. They encourage child safe entities to think about how their day-to-day work protects children's rights and safety.⁷

Responsibilities

Y Schools Queensland is responsible for developing and implementing this Student Safety and Wellbeing Policy and related policies and procedures to ensure it fulfils its CSS and Universal Principle obligations.

All governing body members, staff and volunteers at Y Schools Queensland are responsible for acting in compliance with this policy and related policies and procedures.

⁴ *Child Safe Organisation Act 2024 QLD s11*

⁵ *Guidelines for implementing the Universal Principle and Child Safe Standards in Queensland, QFCC, p94*

⁶ *Child Safe Organisation Act 2024 QLD s14*

⁷ *Guidelines for implementing the Universal Principle and Child Safe Standards in Queensland, QFCC, p4*

5. IMPLEMENTATION OF THE CHILD SAFE STANDARDS

5.1 Leadership and Culture

Student safety and wellbeing is embedded in Y Schools Queensland's leadership, governance and culture.⁸ This commitment is championed by the school's governing body and senior leadership and is embedded into strategic planning, policy development and daily practice. Student safety and wellbeing is monitored through regular leadership and governance oversight, including review of incidents, complaints, student protection matters, risk assessments, training records, audit outcomes and feedback from students, families and staff. Identified risks and improvement actions are escalated and monitored through appropriate leadership, governance and risk management processes.

Statement of Commitment

Y Schools Queensland is committed to taking all reasonable steps to promote the safety and wellbeing of students enrolled at the school and their protection from foreseeable harm. We prioritise student safety and wellbeing in all aspects of our work and do not tolerate any form of child abuse or harm. We act in accordance with the *Child Safe Organisations Act 2024 (QLD)* and implement the Child Safe Standards and Universal Principle to create a safe, inclusive, and accountable environment. We listen to students, value their views, and support them to participate in decisions that affect them.

Y Schools Queensland is committed to the safety and inclusion of all students, including those from diverse cultural backgrounds, students with disability, LGBTQIA+ students, and students who may be experiencing vulnerability. We also make a clear commitment to the cultural safety of Aboriginal and Torres Strait Islander students and to providing an environment where their identities, cultures, and connections to Country are respected and upheld.

Risk Management

In accordance with the Working with Children Check Act 2000⁹, Y Schools Queensland implements robust risk management processes to prevent, identify, and mitigate risks to students, and is committed to the monitoring of risk to the safety of students on an ongoing basis. Y Schools Queensland will utilise various risk management tools including Health and Safety Policy, Student Protection – Reporting Concerns of Harm and Abuse Policy, Risk Management Policy, Risk Management Framework, Risk Assessment Procedure, Risk Appetite Statement, Protecht GRC and Incident Platform, School Program WHS Risk Management Plan, Program risk assessment and control plans – for activities and Critical Incident Policy, to assist it in this process and will keep appropriate records of decisions made and actions taken in relation to risks to students.

Code of Conduct

All staff will ensure that their behaviour towards, and relationships with students, reflect proper standards of care for students. Staff, contractors and volunteers must not cause harm to students. The Y Queensland

⁸ *Child Safe Organisations Act 2024 QLD, s9(a)*

⁹ Working with Children Check Act 2000

Code of Conduct defines acceptable and unacceptable behaviours toward students and are aligned with the Child Safe Standards.

Information Sharing & Recordkeeping

Staff and volunteers understand their obligations in information-sharing and maintaining accurate, secure records about student harm and abuse concerns, disclosures, and responses.

5.2 Student Voice

Students are informed about their rights, participate in decisions affecting them and are taken seriously.¹⁰

Y Schools Queensland is committed to championing the voices of children and young people, ensuring they have genuine agency in matters that affect them. We listen to students in age-appropriate and culturally appropriate ways and create safe, structured opportunities for them to express their views.

Y Schools Queensland uses the curriculum and educational programs to actively promote positive peer relationships and reduce student isolation by embedding learning experiences that strengthen social skills, empathy and respectful behaviours. Through age-appropriate lessons and whole-school wellbeing programs, students are also provided with access to sexual abuse prevention education that builds their understanding of personal safety, protective behaviours and where to seek help. Together, these curriculum-based approaches support safer, more connected and more informed students.

Y Schools Queensland ensures that all staff and volunteers are consistently attuned to indicators of harm and abuse and are equipped to recognise when a student may need support. Age-appropriate and trauma-informed processes are in place to help students communicate their concerns safely and confidently, and staff actively respond to these disclosures with care and professionalism in accordance with applicable policies and procedures. Y Schools Queensland is guided by its Student Protection – Reporting Concerns of Harm and Abuse Policy, Safeguarding Children and Young People Policy, Safeguarding Children and Young People Procedures Manual, and the Independent Schools Queensland (ISQ) decision trees. The Y actively encourages young people and staff to report any situation where they hear, see, or feel something that is not right. Across all campuses, age-appropriate safeguarding resources and posters are prominently displayed. Posters include *Stay Safe*, *Tell Someone*, *Safe Behaviours*, and show clear reporting pathway guides. Posters are prominently displayed to ensure students understand their rights, know how to raise concerns, and feel confident that their voice will be heard and acted upon.

¹⁰ *Child Safe Organisations Act 2024 QLD, s9(b)*

5.3 Family and Community

Families and the community are informed and involved in promoting student safety and wellbeing.¹¹

Y Schools Queensland recognises the vital role families and communities play in the safety, wellbeing, and education of students. We value strong, respectful, and collaborative partnerships with families and the broader school community.

We intentionally build inclusive relationships, particularly with First Nations families, local community members, and Elders. We honour Country and embed an Acknowledgement of Country in our practices to ensure students understand the importance of knowing and respecting the land on which we learn.

Y Schools Queensland provides the following opportunities for parents and carers to contribute to the school community. Community connection events, meetings held at the school and regular surveys.

Parents, carers and the school community are provided with opportunities to contribute to the development and review of relevant policies, procedures and decision-making via avenues of parent and community engagement e.g. ILP meetings and feedback surveys. Y Schools Queensland is able to capture the views and needs of young people and their families/carers, and further ensure these views and needs are reflected and incorporated into our policies, procedures and decision-making.

Regular communication through emails, texts, school newsletters and open days, ensures parents, carers and the school community are informed about the school's operations and governance.

Y Schools Queensland is dedicated to the work of reconciliation and actions this commitment through its Reconciliation Action Plan (RAP).

5.4 Equity and Diversity

Equity is upheld, and the diverse needs of students are respected in policy and in practice.¹²

Y Schools Queensland is committed to creating an inclusive, equitable environment where all students feel safe, respected, and supported. We actively work to remove barriers to participation and ensure our practices reflect cultural safety for all students.

This commitment is actioned through the following:

- [Enrolment Policy](#)
- [Student Anti-Bullying Policy](#)
- [Student Protection - Reporting Concerns of Harm and Abuse Policy](#)
- [Student Code of Conduct](#)
- [Parent / Carer Code of Conduct](#)

¹¹ *Child Safe Organisations Act 2024 QLD, s9(c)*

¹² *Child Safe Organisations Act 2024 QLD, s9(d)*

5.5 People

People working with students are suitable and supported to reflect student safety and wellbeing values in practice.¹³

Y Schools Queensland's Recruitment and Selection Procedure, Onboarding and Mandatory Training Procedure, Employee Qualifications Procedure, Diversity, Equity and Inclusion Policy, Anti-Discrimination Procedure, Working with Children (Blue Card) Procedure, Performance and Development Procedure, Y Queensland Code of Conduct, Grievance Management Procedure, Whistleblower Procedure, Managing Unsatisfactory Performance Procedure, Managing Disciplinary Action Procedure, Offboarding and Exit Procedure and Y Schools Queensland Enterprise Agreement are evidence of fulfilment of the requirements.

5.6 Complaints

Processes to respond to complaints and concerns are child focused.¹⁴

Y Schools Queensland is committed to maintaining a student-focused approach to receiving and responding to complaints. Our [Compliments, Complaints and Feedback Policy](#) outlines how concerns can be raised, the roles and responsibilities of staff, and the processes used to respond to different types of matters. We ensure that all complaints are taken seriously, addressed promptly and thoroughly, and managed in line with our reporting, privacy and employment law obligations.

Any concerns, disclosures or allegations relating to harm or abuse of a student are managed under the school's Student Protection – Reporting Concerns of Harm and Abuse Policy, which sets out our mandatory obligations to act protectively and report to the appropriate authorities.

5.7 Skills and Knowledge

Staff and volunteers of the school are equipped with the knowledge, skills and awareness to keep students safe through ongoing education and training.¹⁵

The school will train its staff in processes relating to the health, safety and conduct of staff and students on their induction and will refresh training annually.¹⁶

Y Schools Queensland will:

- Provide all staff with induction training in cultural competency and cultural responsiveness, with annual refresher training to maintain and deepen these capabilities. This training is currently within a consultation phase with First Nations organisations.
- Ensure all staff receive induction training in trauma-informed practice, supported by annual refresher training to embed consistent, evidence-based approaches across the school.

¹³ *Child Safe Organisations Act 2024 QLD, s9(e)*

¹⁴ *Child Safe Organisations Act 2024 QLD, s9(f)*

¹⁵ *Child Safe Organisations Act 2024 QLD, s9(g)*

¹⁶ *Education (Accreditation of Non-State Schools) Regulation 2017 (Qld) s.16(4)(c)*

- Develop and implement a communications strategy that identifies key stakeholders and delivers regular, relevant information on the prevention of student harm and abuse, as well as best practice in Student Safety and Wellbeing.

5.8 Physical and Online Environments

Physical and online environments promote safety and wellbeing and minimise the opportunity for students to be harmed.¹⁷

Y Schools Queensland proactively identifies and mitigates risks within both the physical and online environments, ensuring that safety measures do not compromise students' privacy or healthy development. Staff and students use online platforms in line with the school's code of conduct and related policies, supporting a safe, respectful and well-managed digital learning environment.

For further details about how Y Schools Queensland manages risk see 5.1 Leadership and Culture above.

5.9 Continuous Improvement

Implementation of the child safe standards is regularly reviewed and improved.¹⁸

Y Schools Queensland is committed to fostering a culture of continuous improvement in student safety, wellbeing and cultural respect. We recognise that embedding the Child Safe Standards and Universal Principle is a continuing journey that requires ongoing commitment, regular review and continual strengthening of our practices.

Y Schools Queensland will:

- Review policies, procedures and practices regularly to ensure they remain effective, responsive and appropriate for the Y Schools Queensland community. This includes undertaking periodic audits, self-assessments and reflective practice to identify strengths and opportunities for improvement.
- Analyse available data including complaints and concerns to identify causes and systemic issues and use these insights to inform continuous improvement of policies, procedures and practices.
- Conduct an annual self-assessment against the Child Safe Standards using the QFCC self-assessment tool or equivalent (ISQ Checklist for implementing and complying with the Child Safe Standards, ISQ Readiness Survey or other).
- Develop and implement an improvement plan that has regard for the QFCC Guidelines.
- Measure and monitor outcomes by tracking meaningful indicators such as feedback from staff, students and families, incident reports, harm and abuse reports, training participation, and perceptions of cultural safety to understand current performance and areas requiring enhancement.

¹⁷ *Child Safe Organisations Act 2024 QLD, s9(h)*

¹⁸ *Child Safe Organisations Act 2024 QLD, s9(i)*

- Record, monitor and report to the school's governing body, the Senior Executive Team and others as appropriate, regarding any breaches of this policy or related policies.
- Engage the school community in continuous improvement by seeking and listening to feedback, encouraging open dialogue, and partnering with students, families, staff, volunteers and community stakeholders to inform updates to policies and practices.
- Provide ongoing learning, training and development for staff and volunteers, including induction and refreshers, to ensure everyone understands their responsibilities for student safety and cultural safety and is equipped to respond effectively as new risks or needs arise.

5.10 Policies and Procedures

Policies and procedures document how the school is safe for children.¹⁹

Y Schools Queensland has embedded its Statement of Commitment to Student Safety and Wellbeing in all relevant policies and procedures. Y Schools Queensland has made all relevant policies and procedures publicly available on the [Y Schools Queensland website](#) and the school intranet and copies are available on request from the school office. Staff and volunteers are trained in implementing relevant policies and procedures regularly.

Y Schools Queensland ensures that its policies and procedures are accessible, developmentally appropriate and easily understood by all students. Y Schools Queensland provides student-friendly versions of key policies using clear language, visual supports and formats that reflect the diverse communication needs of our students. These include simplified guides, posters, visual flow charts, infographics and digital tools such as apps or interactive resources.

Y Schools Queensland regularly reviews these materials with student input to ensure they remain relevant, inclusive and effective in supporting students to understand their rights, know how to seek help, and participate confidently in matters affecting their safety and wellbeing.

Y Schools Queensland is committed to ensuring its policies and procedures uphold inclusion of all students including cultural safety for Aboriginal and Torres Strait Islander students, families and communities. Where possible, the school will actively engage local Aboriginal and Torres Strait Islander Elders, community representatives and cultural advisors in the review, development and implementation of relevant policies and procedures.

Y Schools Queensland will embed trauma-aware and trauma-informed practice across all relevant policies, procedures and guidance documents. This includes recognising the impact of trauma on students, understanding how trauma may influence behaviour and communication, and ensuring that staff are equipped to respond with sensitivity and consistency.

¹⁹ *Child Safe Organisations Act 2024 QLD, s9(j)*

Related Y Schools Queensland policies and procedures:

- Compliments, Complaints and Feedback Policy*
- Enrolment Policy*
- Assessment Policy*
- Student Anti-Bullying Policy*
- Student Protection – Reporting Concerns of Harm and Abuse Policy*
- Student Code of Conduct*
- Parent / Carer Code of Conduct*
- Sun Protection Policy*
- Student ICT Acceptable Use Policy*
- Student Artificial Intelligence (AI) Usage Policy*
- Information Security Policy
- ICT Acceptable Use Policy
- ICT Incident Management Policy
- Health and Safety Policy
- Risk Management Policy
- Risk Management Framework
- Risk Assessment Procedure
- Risk Management Plans
- Risk Appetite Statement
- Protecht GRC and Incident platform
- School Program WHS Risk Management Plan
- Program Risk Assessment and Control Plans – for activities.
- Critical Incident Policy
- Safeguarding Children and Young People Policy
- Safeguarding Children and Young People Procedures Manual
- Independent Schools Queensland (ISQ) Decision Trees.
- The Y Queensland Code of Conduct
- Recruitment and Selection Procedure
- Onboarding and Mandatory Training Procedure
- Employee Qualifications Procedure
- Diversity, Equity and Inclusion Policy
- Anti-Discrimination Procedure
- Working with Children (Blue Card) Procedure
- Performance and Development Procedure
- Y Queensland Code of Conduct
- Grievance Management Procedure
- Whistleblower Procedure
- Managing Unsatisfactory Performance Procedure
- Managing Disciplinary Action Procedure

- Offboarding and Exit Procedure
- Y Schools Queensland Enterprise Agreement*

*Publicly available on the school website.

6. ROLES AND RESPONSIBILITIES

Role	Responsibility
All YMCA staff, including all Y Schools Queensland staff, as well as contractors, volunteers and people undertaking work experience or vocational placements at Y Schools Queensland	Understand and comply with this policy, where applicable.

7. COMPLIANCE WITH POLICY

Failure to comply with this policy by an applicant seeking enrolment at Y Schools Queensland may result in being unable to process the application, resulting in it being unsuccessful.

Failure to agree and understand any terms set out in this policy, where applicable for a student, or a student's parent, carer, family or external member of the public involved in supporting the student, may result in further action, up to and including cessation of enrolment, where appropriate.

Failure to comply with this policy by a member of the YMCA staff may result in disciplinary action in accordance with the *YMCA Discipline and Performance Management Policy [YMCA POL HRM 005]*, and the resultant disciplinary action documented in the individual's personal file.

8. DISCLAIMER

This policy may be revised at any time without prior notice. All revisions supersede prior policy and are effective immediately upon approval. Printed versions of this document are considered uncontrolled. Please refer to the YMCA website for the latest version.

9. DOCUMENT INFORMATION

Approval Date	7 July 2026
Effective Date	7 July 2026
Next Review Date	7 July 2027
Document Owner	Executive Principal / Business Services Manager
Approver	Chief Operations Officer

Printed versions of this document are considered uncontrolled. Please refer to the YMCA Intranet for the latest version.

10. REFERENCES AND RELATED DOCUMENTS

Document Name:	Type:	Location:
<u>Child Safe Organisations Act 2024 (Qld)</u>	Act	Queensland Government Website
<u>Education (Accreditation of Non-State Schools) Regulation 2017 (Qld)</u>	Regulation	Queensland Government Website
<u>Child Safe Standards</u>	Standards	Queensland Government Website (QFCC)
<u>Resources for Child Safe Standards</u>	Resources	Queensland Government Website (QFCC)
<u>Working with Children Check Act 2000</u>	Act	Queensland Government Website

11. VERSION HISTORY

Version	Approved by	Date	Description of change	Author
1	Will Sambrook	6/04/2026	Nil - New Policy	Jana Hadlow
2	Damian Foley	06/07/2026	Legislation and link updates	Jana Hadlow