

Child Safety and Wellbeing Policy

Our commitment to child safety and wellbeing

The National Injury Insurance Agency, Queensland (NIISQ Agency) is committed to ensuring the safety, wellbeing and empowerment of all children. We have a zero-tolerance approach to any form of harm to children, including abuse, neglect, racism, discrimination or inequality, and actively work to prevent such harm in all aspects of our operations.

We aim to foster a culturally safe, child safe and child friendly environment for all children who are impacted by our work and are committed to swift responses to reported incidents involving potential child harm.

As a child safe organisation, we recognise and respect the rights, relationships, identity, orientation and cultures of children. We actively listen to children's voices and act on their concerns. Further to this, we promote and uphold the right to cultural safety of children who are Aboriginal persons or Torres Strait Islander persons in accordance with the [Universal Principle](#).

Purpose

This policy ensures the safety and wellbeing of all children who interact with the NIISQ Agency (particularly child participants of the National Injury Insurance Scheme Queensland (NIISQ Scheme)). It establishes clear standards and responsibilities for all NIISQ workers in promoting and protecting child safety and wellbeing, and defines our commitment to protecting children from harm.

We maintain a zero-tolerance approach to abuse and prioritise the physical and cultural safety of children. This policy outlines the roles and responsibility of our workers to report any form of harm to children, including abuse, neglect, racism, discrimination or inequality.

All organisations working with children must demonstrate compliance with the ten Child Safe Standards and the Universal Principle in accordance with the [Child Safe Organisations Act 2024](#) (CSO Act).

As a public sector entity that interacts with children through the provision of its services, we are required to implement the Child Safe Standards. Our workers engage with children through the administration of the NIISQ Scheme, providing funding for necessary and reasonable treatment, care and support in accordance with the [National Injury Insurance Scheme \(Queensland\) Act 2016](#) (NIISQ Act). Support Planners and other key front line service workers work directly with children and their parents or guardians to ensure treatment, care and support services are delivered.

Definitions

The following definitions apply to this policy:

Term	Definition
<i>Child/Children</i>	Any person under the age of 18 years.
<i>Child harm or abuse</i>	Refers to any action, behaviour or treatment that causes or is likely to cause physical or emotional harm to a child. Examples of child abuse or harm include: <ul style="list-style-type: none"> • a child sexual offence • sexual misconduct committed in relation to, or in the presence of, a child • ill-treatment of a child • significant neglect of a child • physical violence committed in relation to, or in the presence of, a child • behaviour that causes significant emotional or psychological harm to a child i.e. bullying, intimidation, rejection, discrimination, repeated exposure to trauma.
<i>Child Safe Standards</i>	A set of principles derived from the CSO Act which are designed to ensure the safety and wellbeing of children in organisations.
<i>Cultural safety</i>	An environment that is safe for people, where there is no challenge or denial of their identity or cultural needs, particularly First Nations children.

<i>NIISQ/Our workers</i>	For the purpose of this document means: <ul style="list-style-type: none"> any NIISQ Agency employee, whether permanent, non-permanent, full time, part time or casual and includes the Chief Executive Officer (CEO); and any volunteer, student, contractor, consultant, agency temp (labour hire), employees on mobility arrangements, or anyone who works in any other capacity for the NIISQ Agency.
<i>Universal principle</i>	Recognise the importance of cultural identity, connection to family, community, and Country of Aboriginal and Torres Strait Islander children and the importance of maintaining these ties when addressing the safety and wellbeing of First Nations children.

Child Safe Standards

We are committed to upholding child safety and have implemented the following actions to give effect to the ten Child Safe Standards.

Child Safe Standards	Principle	Our commitment
1. Leadership and culture	Child safety and wellbeing is embedded in the entity's organisation leadership, governance, and culture.	<ul style="list-style-type: none"> This policy publicly outlines our commitment to child safety and wellbeing. Our Code of Conduct for NIISQ Agency Employees guides the expected behavioural standards of our workers. Our leaders model and regularly reinforce practices, attitudes and behaviours that reflect a commitment to child safety.
2. Voice of children	Children are informed about their rights, participate in decisions affecting them and are taken seriously.	<ul style="list-style-type: none"> Our MyPlan process for participants ensures the treatment, care and support needs and goals of child participants are taken seriously and allow child participants to thrive and their voice to be heard. Our participants' MyPlans are reviewed at least annually to consider their changing treatment, care and support needs and goals. Information on our services is provided in child friendly language and is publicly available. We maintain child-friendly feedback and complaints mechanisms to allow children to raise concerns and participate in decisions affecting them.
3. Family and community	Families and communities are informed and involved in promoting child safety and wellbeing.	<ul style="list-style-type: none"> All child participants have an appointed guardian to support their relationship with us.
4. Equity and diversity	Equity is upheld and diverse needs respected in policy and practice.	<ul style="list-style-type: none"> Our MyPlan process for participants recognises the diversity of participants, including child participants. We recognise children of all backgrounds including but not limited to children with disability; Aboriginal and Torres Strait Islander children; culturally and linguistically diverse children; children who identify as lesbian, gay, bisexual, transgender, queer or questioning, intersex, asexual. Our resources are inclusive, trauma informed, and culturally safe.
5. People	People working with children are suitable and supported to reflect child safety and wellbeing values in practice.	<ul style="list-style-type: none"> We conduct rigorous suitability for employment screening for all our workers, including criminal history checks. All NIISQ workers engaged in child-related duties are required to hold a Working with Children Blue Card.

Child Safe Standards	Principle	Our commitment
		<ul style="list-style-type: none"> We provide induction training for our workers which includes expected standards of behaviour. Our workers who interact with children are required to undertake training in child safety.
6. Complaints management	Processes to respond to complaints and concerns are child focused.	<ul style="list-style-type: none"> We have an established complaints management process. All complaints are taken seriously and addressed promptly, prioritising cultural safety and a child-focused approach. Complaints relating to suspected harm against children will be appropriately referred to external authorities, i.e. Child Safety Services.
7. Knowledge and skills	Workers of the entity are equipped with the knowledge, skills, and awareness to keep children safe through ongoing education and training.	<ul style="list-style-type: none"> We are committed to the ongoing education and training of our workers. We have a training program in place which is closely monitored and adhered to.
8. Physical and online environments	Physical and online environments promote safety and wellbeing and minimise the opportunity for children to be harmed.	<ul style="list-style-type: none"> Our workers who interact with children are expected to identify and mitigate risks without compromising a child's right to privacy, access to information, social connections and learning opportunities.
9. Continuous improvement	Implementation of the Child Safe Standards is regularly reviewed and improved.	<ul style="list-style-type: none"> We will regularly review, evaluate and enhance our child safe practices.
10. Policy and procedures	Policies and procedures document how the entity is safe for children.	<ul style="list-style-type: none"> This policy informs our workers, NIISQ Scheme participants and the public on how we meet our obligation to create a safe environment for children in our Scheme. This policy is integrated into our induction and ongoing training programs.
Universal Principle	Uphold the right to cultural safety for Aboriginal and Torres Strait Islander children.	<ul style="list-style-type: none"> We make all efforts to ensure Aboriginal and Torres Strait Islander children experience NIISQ as a culturally safe, inclusive, respectful (identity, connectedness, family, community, culture) organisation.

How will we report child safety concerns?

The NIISQ Agency distinguishes between broader child safeguarding obligations under the CSO Act and statutory child protection responsibilities under the [Child Protection Act 1999 \(Qld\)](#). The Child Safe Standards require a proactive, organisation-wide approach to preventing and responding to risks to children's safety and wellbeing, which extends beyond circumstances that may meet statutory reporting thresholds.

In line with our zero-tolerance stance on child abuse, all NIISQ workers must immediately report suspected harm, abuse, or neglect of a child to the NIISQ Child Safety Officer to enable appropriate action to meet statutory reporting obligations, and coordinate inter-governmental agency responses to protect children at risk.

Where reported child harm involves the suspected misconduct of a NIISQ Agency worker, the matter must be reported to the CEO and Workforce Services team, in line with the Agency's Employee Grievance Policy and Procedure.

All reports will be:

- taken seriously and addressed promptly
- assessed and, where required, investigated in a manner that prioritises cultural safety and a child-focused approach
- managed in accordance with external reporting, information privacy and employment law obligations.

We will protect the confidentiality of the complaint information, except where disclosure is required by law or necessary to properly address the complaint or ensure the safety of a child.

How do we share child safety complaint information?

Confidentiality is important to support an effective complaint and investigation process. Restricting information sharing to only those authorised persons who need to know, ensures the integrity of the process.

There may be instances where we will be required to collect personal information about a person and disclose that information to a third party, such as the:

- Department of Families, Seniors, Disability Services and Child Safety
- Queensland Police Service (QPS)
- Crime and Corruption Commission (CCC)
- Queensland Family and Child Commission (QFCC).

We will manage information that is collected, used and/or disclosed, including personal information about an individual, in accordance with the CSO Act, Child Protection Act 1999 (Qld), *Disability Services Act 2006*, *Domestic and Family Violence Protection Act 2012*, *Public Sector Act 2022*, *Working with Children (Risk Management and Screening) Act 2000*, *Information Privacy Act 2009*, *Right to Information Act 2009*, and our privacy and information security policies and procedures.

How do we monitor child safety risks?

We are committed to proactively identifying, assessing and managing risks to child safety and wellbeing in our activities, programs and online and physical environments. Child safety risks are captured through our participant vulnerability assessment and monitored throughout the participant's time in the NIISQ Scheme.

Risks to child safety are mitigated by ensuring rigorous suitability for employment screening of NIISQ workers as part of the recruitment process, including criminal history checks.

NIISQ workers who perform child-related duties in their role are required to maintain a Working with Children Blue Card; undertake child safety training; and promptly report any suspected harm to children that are observed in the course of their duties.

We maintain a register of all workers and Blue Card requirements, and monitor compliance through the Blue Card Services Organisation Portal.

Consequences of breaching this policy

A NIISQ worker who is found to have breached this policy or an obligation under our Agency's Code of Conduct for Employees will be subject to appropriate management action, which may include disciplinary action and penalty and/or reporting to external authorities, as required.

How do we maintain records?

We maintain detailed and accurate records in regard to reports of child abuse while protecting confidentiality and privacy for children and their families in accordance with the *Information Privacy Act 2009*.

All documentation must be managed in accordance with relevant legislation and our information management framework.

Our roles and responsibilities

The following roles and responsibilities articulate our commitment to being a child safe organisation:

Role	Responsibilities
Chief Executive Officer (CEO)	<ul style="list-style-type: none"> • promoting our commitment to being a child safe organisation • ensuring leadership and governance structures include regular consideration of strategies to continuously improve the implementation of Child Safe Standards • ensuring adequate resources are allocated to implement and maintain child safety measures.

Executive Leadership Team (ELT)	<ul style="list-style-type: none"> fostering a culture of child safety and wellbeing across the agency leading the ongoing development of the Agency's child safe culture to prioritise the safety and wellbeing of children across all areas of NIISQ clearly communicating a zero-tolerance approach to workforce conduct or practices that undermine the safety and wellbeing of children accessing our services adhering and promoting compliance with child safe policies and procedures acting on concerns and complaints about child harm or abuse seriously.
NIISQ Child Safety Officer (Director, Participant Care)	<ul style="list-style-type: none"> overseeing the effective implementation of the Child Safe Standards ensuring relevant Scheme Teams workers undertake child safety training annually ensuring continuous improvement and review ensuring child-safe policies and related material are kept up to date ensuring workers understand their reporting obligations take actions to meet reporting obligations and coordinate inter-governmental agency responses to protect children at risk maintain detailed and accurate records in regard to reports of child abuse.
People Culture and Communication team	<ul style="list-style-type: none"> maintaining our NIISQ Agency Code of Conduct for Employees ensuring all workers whose role includes child-related duties are screened for child safety and maintain a Working with Children Blue Card maintaining a register of all workers and Blue Card requirements, and monitoring Blue Card compliance by workers ensuring onboarding and orientation material highlights our commitment to child safety facilitating the provision of child safety training for NIISQ workers who perform child-related duties and reporting training non-compliance to Child Safety Officer and ELT.
Service Improvement Team	<ul style="list-style-type: none"> ensuring the Agency's endorsed child safety training is incorporated into NIISQ Scheme Teams orientation and annual training calendar coordinating complaints management.
NIISQ Managers	<ul style="list-style-type: none"> ensuring relevant workers have read and understood this policy ensuring compliance with this policy, including participation in training promoting a culture of reporting and response to child ill-treatment and harm.
NIISQ Workers	<ul style="list-style-type: none"> prioritising the safety and wellbeing of children in their role and contributing to a child safe culture understanding and complying with this policy and our NIISQ Agency Code of Conduct for Employees promptly report any suspected harm to children that are observed in the course of their duties to the NIISQ Child Safety Officer participating in regular child safety training to meet the requirements of their role.

Version control

This policy is owned by NIISQ Scheme Teams and will be maintained by the Manager Service Improvement. The policy will be reviewed at least every three years.

Ver.	Date	Author	Approver	Details
1.0	23 June 2026	Director, Scheme Specialist Services	A/CEO NIISQ	Initial policy – reviewed by Queensland Family and Child Commission.