



A. CARTER CONSULTANCY PTY. LTD.

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Behaviour Change Specialist

STATEMENT OF COMMITMENT CHILD-SAFE AND CHILD-FRIENDLY POLICY

M. A. Carter Consultancy Pty/Ltd
Behaviour Change Specialist

Director: Margaret Anne Carter

Qualifications: EdD; MEdSt; BEdSt; DipEd

Blue Card Number: 4866/3

Member of the Australian Guidance and Counselling Association

ABN: 30 108 731 433

Safety is fundamental to the rights of children. All children have the right to feel safe and be safe all of the time.

We support and respect the rights of the child and will act without hesitation to ensure a child-safe and child-friendly environment is maintained at all times.

Child-safe means taking steps to keep children safe from physical, sexual or emotional abuse.

Child-friendly means children are valued, respected and included so they feel confident they will be listened to.

As a professional I believe that I am a part of a community of care. While working with children and young people I am committed to their safety and well-being. I will treat them with respect and understanding at all times. In order to ensure children and young people are kept safe from harm I will:

- Notify the Queensland Government Department of Child Safety if I suspect or am told that your child is being harmed at home.
- Notify the police if I suspect or am told that your child is being harmed outside the home.
- Notify the Queensland Government Department of Child Safety if I am concerned that your child is self harming.

Principles underpinning Code of Conduct for M. A. Carter Consultancy P/L

I will demonstrate:

- Fostering of mutual respect between myself and children and young people.
- Understanding of children and young people, their ages, stages of development, special circumstances, special needs.
- Use of language, which is age/stage/developmentally appropriate.
- Willingness to listen to child's or young person's concerns/issues.
- Willingness to use variety of methods to work with child/young person.
- Openness to parent/child suggestions, feedback and complaints.

Children will demonstrate:

- Willingness to learn.
- Willingness to listen and receive instructions.
- Respect for other children, young people and adults with whom they are working.
- Responsibility for appropriate behaviour and reporting inappropriate behaviour and unsafe situations or harm.

In order to make the consultancy session / program a positive experience for your child/children, parents should:

- Remain for the duration of the session / program.
- Raise any issues or concerns with me at the end of the session / program.
- Receive feedback about your child/children's progress.
- Give constructive feedback on my policies and procedures.
- Work with me to ensure the time and money spent on support is well spent.
- Have any personal information treated confidentially and privacy respected.

In order to make the most of the time your child/children are in the session / program I have the right to:

- End the session if a child or young person is non-compliant or obstructive in session.
- Raise concerns with child/young person and/or parent if there are concerns.

- Expect that child/young person/parent make concerns known as soon as they arise so that resolution occurs as quickly as possible.

Children and young people who attend sessions / programs have the right to:

- Feel safe
- Be listened to
- Be involved in decisions that affect them
- Have their cultural values respected
- Have their best interests considered
- Ask if they don't understand
- Be respected
- Be understood
- Be safe and free from harassment, bullying or abuse of any kind

Parents and caregivers have the right to:

- Receive regular feedback on children's progress.
- Ask questions or raise concerns about instruction or children's progress.
- Make complaints as per procedures.
- Stay and observe session / program unless there is an issue for the child if parent present.

Procedures for handling suspicions or disclosures of harm:

- Receiving a disclosure.
- Reporting a disclosure.
- Providing support.

Reference Source: Commission for Children and Young People and Child Guardian Safe Environments for Young Children Resource Book (Pages 9-12).

Procedure for making complaints:

- Contact me as soon as possible as you have a concern so that I am able to respond as quickly as possible.
- Contact me either at the beginning or end of session or a time convenient to both parties when there is sufficient time to discuss issues.
- Ensure complaint is not reported in the hearing of other parents or children.

RISK REGISTER

Risks	Likelihood	Consequences	Level of Risk	Treatment to prevent or reduce harm
Parent does not arrive to pick child up.	Possible	Moderate	High	Procedure for drop off and pick up provided to parent and discussed. Parent provides two other contacts if unable to pick up child. Child to be in sight at all times until parent arrives.
Child says that he/she does not want to go home with parent.	Unlikely	Major	High	Ask child for reason. If answer suggests harm to child from someone at home, report to relevant authorities (Queensland Government Department of Child Safety). If not, discuss issue with parent.
Child discloses that he/she is being physically harmed by parent/family member	Possible	Major	Extreme	Ring Department of Child Safety to clarify, and to potentially report disclosure.
Child discloses that he/she is being sexually abused by parent or family member.	Possible	Major	Extreme	Report to Queensland Government Department of Child Safety. Provide support to child through Crisis Care if necessary.

Child discloses that he/she is being sexually abused by someone outside the family.	Possible	Major	Extreme	Report to police. Provide support to child and notify parents.
Child complains to parent that during consultancy session / program he/she was verbally abused.	Unlikely	Major	High	Provide copy of behaviour change specialist code of conduct and statement of commitment to protecting children from harm. Provide procedures for making complaint. Request that parent attend sessions to observe.
Child complains to parent that he/she was physically or sexually abused during session.	Possible	Major	Extreme	Provide parent with a copy of Code of Conduct and refer to Statement of Commitment to protect children from harm. Advise parent of their right to report these claims after having clarified issue(s) with child. Parent to inform consultant of any issue that the child has in relation to a session to clarify issue.

Child shows signs of depression, sadness and/or talks/shows signs of self harm.	Possible	Major	Extreme	Depending on the information given, discuss concerns with parent/guardian. If a reference to abuse is made by parent/guardian or child, report to relevant authorities.
Child's behaviour makes session / program untenable and could cause harm to child or consultant.	Possible	Moderate	High	Refer child to code of conduct. Speak with parent about child's behaviour involving child in that discussion. Finish the child's involvement in session and require that parent immediately picks up child from session / program. Require parent to attend any future sessions / program.

Child abuse affects the whole community, not just the child and family involved.

Child abuse is anything which individuals, institutions or processes do (or fail to do) which directly or indirectly harms children in the 'here and now' and /or damages their prospects of safe and healthy development into adulthood.

Stopping child abuse starts with us. Everyone including parents and caregivers, professionals, neighbours, workmates, families and friends, are needed to protect children and young people in our communities.

We are confident that as parents you will join us in upholding this policy so that, together, we can do our best to ensure that the children remain safe. While the vast majority of individuals have good intentions, we must safeguard against the few who do not. We are sure you understand the need to protect the wellbeing of the children we help.

I have completed the training provided by the Commission for Children and Young People and Child Guardian on developing the Risk Management Strategy for Child Protection which is a legislated requirement of the Commission for Children and Young People and Child Guardian Act 2000.

My Blue Card and Professional Qualifications are available for viewing.

If you have any concerns about my Statement of Commitment Child-Safe and Child-Friendly Policy please contact me, Margaret Anne Carter EdD on 32521655 to discuss.

Code of Conduct

M. A. Carter Consultancy Pty. Ltd.

Simply put, a Code of Conduct lists behaviours that are acceptable and those that are unacceptable. It spells out professional boundaries, ethical behaviour and acceptable and unacceptable relationships.

- * This Code of Conduct outlines appropriate standards of behaviour from adults towards children.
- * This Code of Conduct serves to protect children and reduce any opportunities for abuse or harm to occur.

Adult's Code of Conduct
M. A. Carter Consultancy Pty. Ltd.

Do	Respect the rights, dignity and worth of others.
Do	Remember to be a positive role model to children in all your conduct with them.
Do	Set clear boundaries about appropriate behaviour between yourself and children - boundaries help everyone to carry out their roles well.
Do	Respect cultural, religious and political differences.
Do	Listen to children and take action to protect their wellbeing.
Do	Follow organizational policy and guidelines for the safety of children as outlined in the Statement of Commitment Child-Safe and Child-Friendly Policy.
Do	Always have another adult in office when conducting one to one instruction etc.
Do	Record and act on serious complaints of abuse.
Do	Respect the privacy of children and their families and only discuss information to people who have a need to know.
Do not	Seek to use children in any way to meet the needs of adults.
Do not	Use prejudice, oppressive behaviour or language with children.
Do not	Discriminate against or show favour to particular children.
Do not	Develop 'special' relationships with specific children for our own needs.
Do not	Initiate unnecessary physical contact with children or do things of a personal nature that children can do for themselves, such as going to the toilet or changing clothes.
Do not	Disregard the concerns voiced by a child, either personally or by correspondence.
Do not	Condone or participate in behaviour involving children, which is illegal, unsafe or abusive.
Do not	Ignore procedures for the safety of children as is outlined in our Statement of Commitment Child-Safe and Child-Friendly Policy.
Do not	Be disrespectful to children, parents, and guardians.

Children's Code of Conduct
M. A. Carter Consultancy Pty. Ltd.

We will	<p>Follow the behaviour expectations:</p> <ol style="list-style-type: none"> 1. Listen, Think and Follow Through; 2. Speak to Please, Not Tease; 3. Hands and Feet to Self; 4. Move Carefully; 5. Right Place, Right Time, Right Task.
We will	Be respectful and considerate.
We will	Have a say about activities we take part in.
We will	Persist with tasks and activities that are new and/or difficult.
We will	Report any concerns or/and worries.
We will not	Bully, harass and/or be violent toward others.
We will not	Ignore the behaviour expectations.
We will not	Refuse to participate in activities.
We will not	Give up when tasks and activities are new or /and difficult.
We will not	Keep concerns or/and worries to ourselves.
We will not	Leave the group without telling an adult where we are going.

PRIVACY POLICY

Introduction

At M. A. Carter Consultancy Pty. Ltd., we recognize the importance of your personal information and appreciate that you may have concerns about your privacy and about the confidentiality and security of your personal information. M. A. Carter Consultancy Pty. Ltd. is committed to providing you with the highest quality consultancy services within a secure and private environment.

New privacy laws apply to the private sector from 21 December 2001 as a result of the Privacy Amendment (Private Sector) Act 2000. These laws regulate among other matters, the way organizations and businesses collect, use, disclose, keep secure and give people access to their personal information.

Collection of Personal Information

M. A. Carter Consultancy Pty. Ltd. collects personal information for the primary purpose of providing a service to you. Information collected may include data banks of names, contact details and addresses of clients and subscribers to occasional publications. This list is not exhaustive.

We will endeavour to collect personal information in a lawful and fairway without being unreasonably intrusive. We will only collect information about you with your consent.

When personal information is provided to us we will inform the individual giving the information:

- * What the personal information will be used for
- * To whom the personal information may be passed
- * That she/he is able to gain access to this personal information

Where it is reasonable and practicable to do so, M. A. Carter Consultancy Pty. Ltd. will collect personal information only from an individual. However, in some circumstances additional information may be required and this information is collected from a third party. We undertake to seek your permission and inform you of any such information collected.

A personal file may include names, contact details and addresses of clients, general correspondence to and from M. A. Carter Consultancy Pty. Ltd. profiles, assessments and reports from relevant practitioners including medical, psychological, psychiatric, therapy and educational personnel, and material that is in the public domain.

Clients will be asked to sign a release form authorizing staff of M. A. Carter Consultancy Pty. Ltd. to access information from relevant services and personnel.

Use and Disuse

Personal information collected by M. A. Carter Consultancy Pty. Ltd. will not be used for additional purposes without consent. Exceptions to this include, where disclosure is:

- * Required by law

- * Reasonably necessary to assist a law enforcement agency
- * Reasonably necessary to lessen or prevent a serious and imminent threat to an individual's life, health or safety or a security threat to public health or public safety.

Data Quality

Our goal is to ensure that your personal information is accurate, complete and up-to-date. To assist us with this, please contact us if any of the details you have provided change. If you think we hold information about you that is incorrect in any way or out of date, please contact us. You are able to access and update your information at any time.

Data Security

M. A. Carter Consultancy Pty. Ltd. is committed to taking reasonable steps to protect your personal information from misuse and loss and from unauthorized access, modification or disclosure. Reasonable steps are taken to destroy or permanently de-identify personal information no longer required.

We undergo periodic reviews of our security procedures to ensure that systems are secure and protected. Staff are trained and conversant with the codes of conduct about privacy.

Openness

M. A. Carter Consultancy Pty. Ltd. is open with you about what kinds of personal information we have, for what purposes, and how we collect, hold, use and disclose this information.

Access and Correction

Individuals have a right to access personal information that M. A. Carter Consultancy Pty. Ltd. holds about them. You may request details of the personal information we hold about you, by writing to or contacting us at any time with an explanation as to the reason for your request. If we need to deny your request for access we will let you know why. Generally this will only be in cases where providing access would be unlawful or not within the realms of the legislation.

This information may be accessed only by the consultant/s working with you and Dr Margaret Carter.

Incorrect or inaccurate information will be corrected where necessary.

Identifiers

M. A. Carter Consultancy Pty. Ltd. does not adopt government agency identifiers, for example tax file numbers or Medicare numbers as a means of identifying you.

Transborder Data Flow

Your privacy is protected Australia-wide by the Privacy legislation. Generally, M. A. Carter Consultancy Pty. Ltd. does not transfer your personal information outside Australia.

If personal information is transported overseas it will only happen if the individual consents to the transfer and M. A. Carter Consultancy Pty. Ltd. has taken reasonable steps to ensure

that the information which has been transferred will not be held, used or disclosed by the recipient of the information inconsistently with the National Privacy legislation.

Sensitive Information

M. A. Carter Consultancy Pty. Ltd. may collect health information about an individual if the information is necessary to provide a health service to the individual and the information collected is required by law (other than the Act); or in accordance with rules established by competent health or medical bodies

that deal with obligations of professional confidentiality which bind M. A. Carter Consultancy. We will only collect information with the consent of the individual.

Other Information

Periodically M. A. Carter Consultancy Pty. Ltd. will keep other information. Such information may include database of names, addresses and contact details and subscribers to occasional publications and magazines. Such information will not be shared by other parties. It will remain confidential.

A Further Point about Privacy

M. A. Carter Consultancy Pty. Ltd. may, from time to time, review and update this Privacy Policy to take account of new laws and technologies, changes to its operations and practices and to ensure that the policy remains appropriate to contemporary times.

If You Have Queries

Please contact us if:

- * You would like to discuss any issues about our Privacy Policy.
- * You wish to know what personal information M. A. Carter Consultancy Pty. Ltd. is holding about you or you would like to gain access to or amend this information.

Protecting your privacy is important to M. A. Carter Consultancy Pty. Ltd.

You may contact us by:

- * Telephone: 07 32521655
- * Email: carterma@netspace.net.au
- * Postal Mail: P.O. Box 562, Albion 4010 Brisbane Queensland
- * Fax: 07 32521656