Child and Youth Risk Management Strategy

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Statement of Commitment

At Mighty Moments, we firmly believe that play is essential in teaching social and emotional skills to children. Our dedication to conveying the foundational ideas of each of our activities is strong, but our foremost objective is to foster and contribute to the growth of resilient, understanding, and socially proficient young individuals.

Our Pledge

Holistic Development: Our activities are designed to cultivate crucial life capabilities such as patience, resilience, empathy, and strategic thought. We are dedicated to creating an educational atmosphere that elevates these principles.

Safety First: Each child deserves a secure space for learning, free from any danger. We strictly enforce a policy against all forms of physical, emotional, or psychological abuse.

Collaborative Learning: Cooperative environments significantly enhance social and emotional skill growth. We encourage a community spirit among our participants, emphasizing the value of teamwork, mutual respect, and empathy.

Ongoing Development: As the fields of child safety and emotional wellness continually advance, we pledge to stay informed and adjust our approaches and safety measures according to the latest findings and best practices.

Transparent Communication: Building trust is fundamental to us. Our communication channels are always available to parents, caregivers, and guardians, promoting openness and ensuring that the care of our participants is a collaborative effort.

This strategy guarantees a secure, welcoming, and stimulating educational setting for all children and youth.

Approved by

Leah Gauci	Will Metcher	Amanda Marshall
Partner	Partner	Partner

Code of Conduct

The Mighty Moments family is built on a foundation of respect, comprehension, and the collective ambition to nurture social and emotional growth via diverse methods. Our Code of Conduct acts as a guiding light for all forms of engagement within our organization, safeguarding a secure, courteous, and encouraging atmosphere for our learners, team members, and volunteers.

Interactions with participants

Student-teacher ratios: All classes have a 14:1 maximum and no less than a 2:1 ratio to ensure all children are supervised correctly and to prevent any teacher from having only one student alone.

Supervision: Children are **never** to be left alone. Guardians are also **not** required to stay throughout the Mighty Moments session unless agreed upon due to the child's extra needs. An adult must collect all prep-aged children, whether this is a parent, guardian, school staff or Mighty Moments staff member. At the beginning of every class, attendance is taken and recorded. For absent participants, parents/guardians will receive an automatic email alerting them to their child's absence. We will then follow up if a parent informs us that a child should be in attendance.

At the end of every class, guardians collect participants, and the Mighty Moments staff member releases each child individually to their guardian. Staff must use reasonable judgment to determine whether or not it is safe to release the child to their guardian in the event they are violent, intoxicated or presenting unsafe behaviour. Mighty Moments staff members must not leave any children unattended and will contact any late parents before waiting with the child or dropping them off at the school's Outside of School Hours Care (OSHC) provider.

Respect and Dignity: Every student, irrespective of their background, age, gender, disability, race, or religious beliefs, is entitled to respect and dignity.

Positive Reinforcement: Teachers must use praise and positive reinforcement rather than criticism or negative language.

Maintaining Boundaries
It is imperative for staff to uphold proper physical and emotional boundaries at all times. Physical interactions must be respectful, appropriate, and relevant to the activity. Staff are to use discernment in assessing a child's comfort with physical contact and discontinue immediately if discomfort is perceived, assuming it is safe to discontinue.

Appropriate Physical Contact	Inappropriate Physical Contact
When providing first aid - always documented	Having a child sit in your lap
Providing encouragement or praise in the form of a high-five or similar gesture	Pushing/shoving/hitting/kicking/beating/biting/ shaking
Providing comfort	Giving children alcohol or drugs
Making contact on the arm/shoulder to gain the attention of a child with a disability.	Causing fractures, bruising or physical damage of any kind
	Sexual contact of ANY kind

Private Interactions: Employees must refrain from being in a secluded setting with an individual child. In circumstances where one-on-one interaction is necessary, arrangements will be made to ensure these occur within sight of others. All interactions outside of Mighty Moments activities must remain professional and suitable.

First Aid Application: Mighty Moments personnel, certified in first aid, are prepared to administer first aid to children when required.

Restroom and Changing Facilities: A designated restroom will be available exclusively for children's use, with adult access strictly forbidden unless a child's safety is at immediate risk. Assistance to a child in need within a restroom or changing area must be handled privately, discreetly, and properly, with guardians notified at the time of pick-up. Children must go to the restroom in pairs for safety.

Appropriate and Inappropriate Language

All team members receive training to guarantee the use of appropriate language across all interactions, fostering a secure, inclusive, and stimulating educational atmosphere. This

encompasses recognizing behaviours that amount to bullying, discrimination, and sexual harassment. Additionally, staff are obligated to create a culturally respectful and inclusive setting for every member of the Mighty Moments community, which involves affirming and respecting each individual's cultural identity, experiences, and values without challenge or denial.

Appropriate Language

Affirmative Phrases: We use language that uplifts and validates participants' feelings and efforts.

Example: "You showed great patience in that game!"
Example: "I can see you've been practising; well done!"

Inclusive Terminology: We employ language that promotes inclusivity and does not alienate any participants.

Example: "Everyone, gather around."
Example: "All players, please take your seats."

Constructive Feedback: We offer criticism in a constructive manner, focusing on the action or behaviour, not the individual.

Example: "Let's try a different strategy next time."
Example: "I noticed you missed that; would you like some tips?"

Empathetic Responses: When participants share feelings or struggles, we respond with understanding and empathy.

Example: "I understand how you feel; losing can be tough, but it's a part of learning."
Example: "It sounds like you're feeling frustrated; let's work through this together."

Inappropriate Language

Negative Labels: We Avoid language that demeans or categorises participants negatively.

Example: "You're a slow learner."
Example: "Stop being such a crybaby."

Exclusionary Phrases: We avoid language that might single out or exclude certain participants.

Example: "Boys are usually better at strategic thinking."
Example: "Girls shouldn't get so emotional all the time."

Sarcasm or Mockery: Using sarcasm is discouraged, especially with younger children, as it can be misunderstood and hurtful.

Example: "Well, that was a brilliant choice, wasn't it?"
Example: "Maybe next time you'll think before you act."

Overly Personal or Intrusive Comments: We refrain from commenting about a student's personal life or appearance unless it's directly relevant and positive.

Example: "Shouldn't you be on a diet?"
Example: "Why don't you ever dress like the other children?"

Behaviour Management Strategies

Mighty Moments staff employ behavioural management strategies based on mutual respect, understanding, and empathy. We believe that it is important to understand why a child is behaving in a particular way, so that the root cause can be addressed.

Issue/Problem	Positive response	Negative response
Throwing game pieces/equipment	"I can see this is hard for you right now. Let's pick this up **together** and see how we can make it better."	"Pick those up!"
Not playing with the person/people they want.	"I understand; I would like to play with my friends all the time, too, but why don't we try a challenge of playing someone new, and then **if** we have time, you can finish with your friend?"	"Too bad, this is your partner today."

Not wanting to participate.	**Don't pressure them to participate**. Try to find out why. If you can fix it, great. Otherwise, try different ways of getting them involved.	"You're at Board Buddies, so you need to play."
Struggling to understand any provided information.	Sit down with them and explain again in a different way. You can also utilise a 'tiny teacher' and get one of the more experienced children in the class to help them out. **Sometimes, the children can explain it better!**	"I haven't got time to explain again." "You should have listened the first time."
Losing chess pieces	"It is really tricky to lose our pieces, but we can't play a game of chess without losing any pieces….the game would go on forever and ever and ever…..it is just a game. It's supposed to be FUN!! Let's look at our defenders to ensure our pieces are safe and have a buddy."	"Tough, that's chess!"
Losing games.	I would also be pretty upset if I lost a game. (acknowledge the feelings, it's a big deal!) "What do you think you could do differently next time?" and "Would you like some help?" (asking if they know why they lost is super helpful, and making sure they know they have support for the next game is really important).	"It doesn't matter." "Everyone loses." "It is what it is!"
Gloating/boasting	"Is that a way to celebrate a win?" or "Think about how that makes X feel?"	"But they won…"
Crying	Find out **why they are crying and ask** what you could do to help. They may just have had a really bad day and need some reassurance! They may be tired (most classes are at the end of the day). Give them a 5-minute break, check-in, and ask them to rejoin the session.	"Stop crying."

The activities we utilise in our programs are just the tools we use to teach and foster social and emotional development. Children learn to be brave, courageous, resilient, problem solvers, accept loss, take turns, be forward-thinking, decision-making, consequences of actions and have good sportsmanship.

Engagement

Quite often, teachers struggle to keep children engaged. When this happens, it is easy to just carry on delivering the lesson while the children are not paying attention, not listening, and probably touching things they shouldn't be touching, such as books, pencils, game pieces, etc. At this point, it becomes very difficult to get them back on track.

Staff should always try to bring the children's attention and focus back to the task at hand, utilizing their individual strengths and personalities to build confidence and connections within their classes.

Mighty Moments classes should be engaging, fun, and a safe space for kids to be kids.

Teachers' inability to engage in the classroom will cause many behavioural issues, which is why it is imperative to regain attention if it falters.

Staff Qualities & Duties

Staff must act in the following ways when dealing with behaviour.

- Remain calm
- Use a kind, but firm voice
- Set clear boundaries
- Give the child choices
- Let kids have a break if necessary
- No electronics
- Set classroom rules and expectations
- Ask the child if they are making sensible decisions
- Utilise other children as 'Tiny Teachers'
- Validate/name emotions
- Be understanding and patient

Emotionally Intelligent Communication

Staff should employ emotionally intelligent communication strategies in all of their interactions with children. This is especially important when managing behaviour.

Uncomplicated language: Language should be kept simple and uncomplicated. The child/children must be able to understand what is being said. The degree to which language should be simplified must be tailored to the children's age, and any disabilities that may make it difficult for the child to understand are to be taken into consideration.

Soft eyes: Staff must never act in anger or frustration. When dealing with behaviour, it is imperative that staff remain calm. This extends to non-verbal cues, such as posture and facial expressions. When your eyes are soft, so is your voice, which helps you to approach a situation feeling calm and balanced.

Compassion: Staff must be understanding and compassionate when dealing with behavioural issues. Issues cannot be properly dealt with until the root cause is identified and understood. Staff must strive to discover the 'why' of the behaviour before trying to address it.

Connect but don't correct: Behaviour can be more effectively managed when staff make a connection with the child. This can be achieved in a number of ways, such as:

- The acknowledgment of a problem,
- Validating the feelings behind the problem, using phrases like "I can see that this really upsets you, and that's okay."

It is important that staff do not attempt to correct the behaviour beforethe acknowledgment**.**

Once the connection has been made, staff can ask for a correction after the validation. For example: "Do you feel like you are ready to pick those pieces up yet?"

Staff must then praise the good behaviour once it happens.

Name it to tame it: Staff can identify the emotion they can see as the adult in the room. i.e. Anger/frustration/ sadness/shyness/anxiety/fear

If they can name the emotion and let the child know that is what they are feeling, this helps them start regulating their emotions. Quite often, children can't identify which emotion they are feeling when it is a big emotion.

Create space to feel: Staff should identify if and or when a child needs more space to deal with an emotion. This might take the form of a break away from the main activity, going outside for a drink or a (supervised) walk around.

Work together: Once the 'why' is identified, staff should strive to work with the child to resolve the issue.

Consequences

Rules and boundaries should be clearly stated within the classroom, and all children should be aware of the consequences following repeated behaviour, i.e., using a 'strike' system name on the board, a phone call home to parents, removal from class etc

Appropriate Consequence	Inappropriate Consequence
Name on the board for poor behaviour	ANYTHING physical
A phone call to parents regarding behaviour	Deciding the child cannot return to class in the future
Taking a 'breather' 5 minutes	Belittling, name-calling, and or any form of verbal abuse
Going over the rules of class weekly with the children	Sending the child home early (This can only be done after parents have been contacted and have come to collect the child)
Stopping the class to 'talk it out'	Sending a child outside of the classroom out of sight
Taking the child aside to discuss what the cause is for poor behaviour quietly	Shaming or embarrassing the child in front of their peers.

Behavioural Standards for Staff and Spectators

Professional Conduct: All employees and observers are expected to exhibit professionalism and serve as positive role models for learners. Staff are required to adhere to the principles set

forth in applicable Human Rights legislation, ensuring no individual is deprived of the rights guaranteed by such laws. Violations of this policy will result in removal from the premises and notification of relevant authorities or organizations.

Resolving Conflicts: Conflicts should be approached with patience, understanding, and respect by both staff and spectators. Our goal is to demonstrate constructive social and emotional responses to our participants.

Privacy and Confidentiality: The privacy of participants, employees, and spectators is of utmost importance to us. We commit to protecting any personal information entrusted to us.

Substance-Free Environment: The use of alcohol, drugs, or any substances that could impair judgment is strictly prohibited during work hours, at Mighty Moments events, or when representing Mighty Moments. We enforce a strict zero-tolerance policy towards the consumption of any substances that could compromise an individual's ability to care for children safely.

Inclusive Cultural Practices: Mighty Moments is dedicated to fostering an environment of open and sincere communication with staff, participants, and their families, aiming to make everyone feel valued, understood, and secure while enjoying our services. This commitment includes being attuned to modern cultural norms. We embrace children from all religious and cultural backgrounds and nationalities, encouraging their participation in our activities and events. In a gesture of reconciliation, Mighty Moments recognizes the Traditional Custodians of the land across Australia, honouring their connection to land, sea, and community. We express our respect to their Elders, past and present, and extend this respect to all Aboriginal and Torres Strait Islander peoples today.

Failure to comply with these standards will result in immediate and appropriate disciplinary action.

Health and Safety

Hygiene Practices: Upon entering and exiting the premises, children will be provided with hand sanitiser for their use. Should there be a need for additional hygiene support, our team will offer reasonable assistance, including reaching out to a child’s guardian when necessary.

Sun Protection Measures: It is mandatory for children to wear a hat during any outdoor activity extending beyond a few minutes. The use of sunscreen by children and parents is strongly advocated. To avoid the risks of heat-related illnesses, direct sunlight exposure will be limited to no more than one hour between 10:00 AM and 2:00 PM. Regular water intake will be encouraged to prevent dehydration, and children can rest in shaded areas as needed. Immediate action will be taken if a child shows signs of heat exhaustion, including removal from the heat and appropriate treatment.

Emergency Preparedness: Mighty Moments ensures that all venues are equipped with emergency and evacuation plans, which our staff must review before the arrival of children.

Health and Injury Management: We encourage guardians to inform us of any medical conditions that could affect their child's well-being, allowing our staff to be prepared for any incidents. Guardians have access to the Mighty Moments Extra-curricular Management System (EMS), Class Time, through which they can provide such information. First aid will be administered by individuals with valid certification within the scope of their training. In cases where our staff's certifications do not cover the necessary actions, the situation will be escalated to qualified personnel at the partner school. First aid supplies are accessible at the administration office of each partner school. In the case of contagious illnesses, affected individuals will be isolated and given appropriate care, with guardians notified to take over monitoring and treatment. It is crucial for guardians to ensure that Mighty Moments staff have access to an EpiPen or any other required medication with prior authorization from the guardians.

Classroom Expectations

Attendance: Attendance must be taken promptly and accurately at the beginning of all sessions.

Photography: All staff must ensure that appropriate permissions are received from guardians before any photographs, video and sound recordings, which include children or young people, are created. Further permissions must be obtained before media involving children or young people is posted online. Mighty Moments does not provide identifying information with photographic content created and/or shared.

Technology, Digital and Social Media

Maintaining Professional Boundaries: Staff are prohibited from interacting with participants on personal social media platforms to maintain professional boundaries. All digital communications must be transparent and reflective of Mighty Moments' values and objectives.

Digital Footprint: Staff are encouraged to remember that online interactions leave a lasting footprint. Act with professionalism and discretion on all platforms, keeping the reputation of Mighty Moments intact.

Storage: Mighty Moments stores all media securely in a private, password-protected digital file system. These passwords are changed frequently in accordance with best practices. Access to these passwords is restricted to approved personnel who require access in line with their duties. All personal information collected by Mighty Moments is destroyed or de-identified in accordance with the *Privacy Act 1988* (Cth). Staff with said access receive training to ensure they are up to date with modern cybersecurity practices. This is done to prevent bad actors from gaining access to data stored by Mighty Moments.

Media Use and Copyright: All media content published by Mighty Moments is owned by the organization and is not to be used outside of business activities without explicit permission. Unauthorized copying, editing, reproducing, or any form of manipulation of the content is strictly prohibited.

Technology in Classrooms and Events: Children are prohibited from using personal technology during sessions or events. Staff can utilise screens/projectors in a classroom environment or event where children would be supervised using said technology.

Social Media Access: Only a select few staff members in the head office have permission to post on and edit the Mighty Moments' social media accounts. These accounts are available for the public to comment on but are closely monitored. Any offensive or inappropriate comments will be removed.

Cyberbullying: Staff are required to adhere to our policies and procedures on Social Media use, which include refraining from posting, sending, forwarding, sending or using, in any way, inappropriate material, including but not limited to material that:

- Is intended to (or could possibly) cause insult, offence, intimidation or humiliation to the business or its clients, business partners or suppliers;
- Is it defamatory, or could it adversely affect the image, reputation, viability, or profitability of the business or its clients, business partners or suppliers;

and/or

- Contains any form of Confidential Information relating to the business or its clients, business partners or suppliers.

Reporting

Observations: Our collective duty is to promptly report to a designated authority at Mighty Moments any behaviour by community members that seems inappropriate or violates the code of conduct.

Incident Reporting: Any incident causing harm—be it physical, emotional, or psychological—must be immediately reported. Staff are required to notify their supervisor and complete an incident report form. Relevant parties, including guardians, educational institution representatives, and medical professionals, will be informed as needed.

Encouraging Open Communication: We foster an atmosphere where concerns can be expressed freely and without fear of repercussion. The safety and well-being of our participants are our top priorities.

Media Relations: Disclosing personal information to the media or individuals seeking information for media purposes is strictly prohibited. Only senior management members are authorized to interact with media representatives on behalf of Mighty Moments.

Adherence to this Code of Conduct is essential in maintaining Mighty Moments as a secure, respectful, and nurturing environment for the entire community.

Recruitment, selection, training and managing staff

At Mighty Moments, we recognize that our staff plays a crucial role in shaping the development of our participants, impacting not only their skills but also their social and emotional well-being. Therefore, our recruitment and management strategies are designed around the core values of integrity, excellence, and ongoing development.

Recruitment and Selection Process

Defining Roles: We ensure each position is clearly described, detailing responsibilities, roles, and expectations to align with our overarching mission and ethical standards.

Job Advertisements: Our advertisements highlight our dedication to child safety and the significance of fostering social and emotional growth within our programs. The ads also specify that individuals who are disqualified or restricted from working with children are not eligible to apply.

Screening and Background Verifications: We require comprehensive background checks for all potential staff, which include criminal history and working-with-children verifications, to ensure the safety and well-being of our participants.

Interviewing Candidates: The interview process is designed to rigorously evaluate candidates' teaching capabilities, understanding of social and emotional learning principles, and commitment to these concepts, incorporating situational questions relevant to the role.

Selection Criteria: Selection is based on how well candidates meet the job-specific requirements, which are transparently communicated in the job listing.

Probationary Period: Every new hire, regardless of being part-time or full-time, undergoes a three-month probation period to assess their compatibility with their role and contribution to our objectives.

Training

Orientation: New hires participate in an introductory program to acquaint them with Mighty Moments' principles and behavioural expectations, including our focus on social and emotional growth.

Child Safety Education: Essential training on child protection measures, identifying and responding to signs of abuse, neglect, or mistreatment, and the correct reporting procedures is mandatory. All staff must complete the Brisbane Catholic Education Student Protection and Code of Conduct training and the Mandatory All Staff Training Program Key Messages guide required for state schools annually.

Ongoing Professional Development: We offer training sessions and ensure compliance, including visits from senior educators to classrooms to verify that our team is effectively teaching social and emotional lessons and managing behaviour according to the high standards set by Mighty Moments.

Performance Feedback: We conduct regular review sessions to ensure that all team members are aligned with the values of Mighty Moments and are successfully delivering the curriculum.

Managing Staff

Performance Evaluations: At Mighty Moments, we carry out systematic performance evaluations to verify that our staff adhere to the organization's standards. These reviews particularly focus on their interactions with participants and their dedication to cultivating a safe and respectful atmosphere.

Fostering Open Dialogue: We cultivate an environment where every member of the Mighty Moments family can freely express concerns or seek advice, aiming for the optimal development of our participants.

Policy Violations: Should there be any violations of our Code of Conduct or other policies, we promptly address these issues. Depending on the gravity of the breach, responses may range from additional training to termination of employment.

Continual Assistance: Our team members receive access to various resources, mentoring, and support to excel in their positions and make meaningful contributions to the Mighty Moments community.

By strictly following these principles, Mighty Moments ensures it remains a place of reliability, superior quality, and beneficial influence for all children who participate in our programs.

Handling of Disclosures or Suspicions of Harm

In our commitment to nurturing an environment conducive to the development of both hard skills and social-emotional growth, the safety and well-being of our participants remain our utmost priority. Should a student disclose harm or if suspicions of harm arise, Mighty Moments has established a clear and specific protocol to guarantee that these concerns are addressed swiftly and effectively. This ensures that every incident is handled with the seriousness it deserves, reflecting our dedication to the protection and care of all participants.

Type of Abuse	Definition
Physical Abuse	Hitting, kicking, biting, beating, burning, pushing, or any other physical contact in an aggressive manner.
Psychological and Emotional Abuse	Behaviour that aims to cause emotional or mental harm.
Neglect	Failing to provide adequate and safe care of a child or young person.
Sexual Abuse	Any interaction, whether attempted or actual, between a child and an adult in which the child is used for sexual stimulation of the perpetrator or an observer. This can include both physical and non-physical behaviours.
Sexual Exploitation	Actual or attempted abuse of someone's position of vulnerability, differential power or trust to obtain sexual favours, including but not limited to offering money or other social, economic or political advantages.

All Mighty Moments personnel are required to follow the procedure below in case of a disclosure of abuse or harm.

Immediate Response

Listen Actively: If a child chooses to confide in you, give them your full attention.
Avoid showing shock or disbelief.

Example: "I'm here for you. Please tell me what happened."

Stay Calm: It's essential to remain calm and reassure the child that they did the right thing by speaking up.

Example: "Thank you for telling me. We'll make sure you're safe."

Do Not Investigate: Avoid asking probing or leading questions. Gathering enough information to act but avoid potentially influencing the child's account is essential.

Example: "Can you tell me more about that?" rather than "Did X do this to you?"

Reporting:

Immediate Notification: Upon any disclosure or suspicion of child safety concerns, it is crucial to report the matter without delay to the designated Child Safety Officer or an appropriate authority within Mighty Moments. Additionally, it's essential to promptly notify any external agencies as required by the Child Protection Act 1999 or the Civil Liability and Other Legislation Amendment Act 2019. An extensive directory of these agencies' contact details is available in Appendix 1 for reference.

Accurate Documentation: It is the responsibility of the staff member present to meticulously document the child's exact statements, any significant observations, and every action undertaken in response. This documentation should be completed as swiftly as possible to ensure the accuracy and reliability of the information.

Upholding Confidentiality: The details of the disclosure or suspicion should be shared solely with individuals who have a legitimate need to know. This approach is vital in safeguarding the child's privacy and dignity throughout the process.

Follow-Up

External Reporting
If there's a reasonable belief that a child is at risk, the relevant child protection agency or law enforcement is to be contacted immediately.

Ongoing Monitoring: Staff must monitor the child's well-being without making them feel singled out or uncomfortable. Check-in with them periodically to ensure they feel safe and supported.

Training and Awareness

Promote a Safe Environment: Staff should regularly reinforce the idea that Mighty Moments is a safe place for children, and they can always approach staff with concerns or issues.

Every child is entitled to an environment that provides safety, recognition, and a platform for their voice. Mighty Moments is unwavering in its dedication to these core values, ensuring that every disclosure or suspicion is met with the seriousness, empathy, and professional attention it warrants. Our commitment underscores the importance of treating these matters with utmost care to maintain the trust and well-being of all participants in our programs.

Managing Breaches

Mighty Moments stands on the pillars of trust, integrity, and an unwavering dedication to the welfare of our participants. We recognize that even seemingly minor violations of our policies can undermine this foundation of trust and may pose risks to our participants. To safeguard our values and protect our participants, we have established a comprehensive protocol for addressing, correcting, and learning from any policy breaches. The responsibility for overseeing and handling all forms of breaches falls to our management team, ensuring a consistent and effective approach to upholding our high standards.

Identification of Breaches

Definition: A breach encompasses any act, behaviour, or failure to act that contradicts the established policies, procedures, or Code of Conduct. This definition serves to maintain the integrity and safety of our environment.

Reporting: All members of the Mighty Moments community, be it staff, volunteers, parents, or participants, are encouraged to report any perceived or actual breaches immediately to the designated authority within the organisation.

Documentation: All reports and observations related to a potential breach should be meticulously documented, ensuring the capture of dates, times, involved parties, and a thorough description of the incident.

Investigation

Immediate Inquiry: Following the submission of a report, the appointed official will initiate a prompt preliminary investigation.

Objectivity and Fairness: The investigation will proceed in an unbiased manner, guaranteeing that every individual involved is given an opportunity to present their account.

Engaging External Authorities: In instances where the violation is particularly serious, external entities, including law enforcement or child welfare organizations, might be notified and engaged in the process.

Consequences

Proportional Response: The consequences for a breach vary depending on its nature and severity but range from additional training to suspension to termination of employment or affiliation with Mighty Moments.

Notification: All relevant stakeholders will be informed of the breach and the actions taken while still respecting privacy laws and regulations.

Support Services: Depending on the nature of the breach, support services, counselling, or additional resources may be offered to those affected.

Review and Preventative Action

Reflection: After addressing the immediate concerns, a reflective process will be undertaken to understand the root causes of the breach.

Policy Revision: If, upon reflection, it is determined to be necessary, policies and procedures will be revised to prevent similar breaches in the future.

Training: Regular training will be provided to all staff to ensure they are well informed and updated about Mighty Moments' policies and procedures.

At Mighty Moments, we do not view breaches as unfortunate incidents but as opportunities to reinforce our commitment to safety and integrity. By addressing them transparently and constructively, we aim to continually elevate the standard of trust and safety in our community.

Compliance with the Blue Card System

At Mighty Moments, our dedication to the safety of children is paramount. In line with this commitment, we rigorously follow the blue card system's guidelines to ensure that every team member, whether they work directly or indirectly with children, undergoes the requisite screening processes. Staff members are tasked with managing their own Blue Card applications, while the responsibility for overseeing the outcomes of these applications falls to management. Should a staff member receive a negative notice on their Blue Card, have it suspended or cancelled, or withdraw their application, their association with Mighty Moments will be terminated forthwith.

Application and Renewal

Mandatory Application: All staff and volunteers who interact with children as part of their role at Mighty Moments are required to hold a valid blue card before commencing their duties.

Timely Renewals: We maintain a database of blue card expiration dates and ensure that renewals are processed well before expiration. Staff are reminded of their upcoming renewal a month in advance.

Verification

Authenticity Check: All blue cards are verified for authenticity and validity upon submission to Mighty Moments.

Ongoing Monitoring: We use the online employer portal provided by Blue Card Services to stay updated on any changes to an employee's or volunteer's blue card status. Staff are linked to the Mighty Moments organisation before they commence work involving children.

Record Keeping

Secure Storage: All blue card details, including card numbers and expiry dates, are stored securely in line with data protection and privacy regulations.

Accessibility: These records are accessible only to authorised personnel and are periodically reviewed for accuracy.

Training and Awareness

Education: All staff and volunteers are informed about the importance of the blue card system and are trained on the application and renewal processes.

Updates on Changes: Any updates or changes in the blue card system legislation or processes are promptly communicated to relevant stakeholders.

Responding to Suspensions or Cancellations

Immediate Action: If notified of a blue card suspension or cancellation, the individual will immediately be removed from any role that involves contact with children until the matter is resolved.

Review & Assessment: The individual's engagement with Mighty Moments will be assessed based on the nature of the suspension or cancellation, ensuring the safety and well-being of our participants remains paramount.

Promoting the Blue Card System

Transparency: We openly communicate our adherence to the blue card system to parents, guardians, and the wider community, highlighting our commitment to child safety.

Encourage Community Adoption: We advocate for the use of the blue card system within our community and among partners, emphasising its value in safeguarding children.

By strictly adhering to the blue card system's requirements, Mighty Moments ensures that we comply with regulatory standards and provide an environment where participants, parents, and staff have the utmost confidence in our commitment to child safety.

High-risk Activities and Special Events

While the primary focus of Mighty Moments is on teaching social and emotional development through low-risk activities, we recognise that there will be times when special events or activities might introduce higher levels of risk. To ensure the safety and well-being of our participants during these times, we've established the following guidelines:

Identification and Assessment

Risk Identification: Before organising any special event or activity, a thorough risk assessment will be conducted to identify potential hazards.

Risk Evaluation: Each identified risk will be evaluated based on its potential impact and the likelihood of it occurring.

Risk Documentation: All findings will be documented, and this information will be made accessible to relevant stakeholders. These include:

1. The nature of the event or activity
2. The aims and objectives of the event or activity
3. The environment and location of the event or activity
4. The persons involved in running and participating in the event or activity
5. Any potential risks of harm to children associated with the event or activity
6. The likelihood and consequences of the identified risks
7. The level of risk, on a scale of low, medium or high
8. The strategies to be implemented to mitigate the risks

Planning and Precaution

Appropriate safety protocols will be established for every identified risk. This might include additional supervision, safety gear, first-aid provisions, or specific training.

Staff Training

All staff and volunteers will be made aware of the risks associated with an activity and the necessary protocols to mitigate them.

On-the-Day Precautions

Briefing: Before the commencement of any special event, a safety briefing will be conducted for all participants, emphasizing key precautions and emergency protocols.

Emergency Access: Any venues or locations utilised by Mighty Moments for activities, or events must have easy access to emergency services. Emergency contact numbers must be readily available to all staff, participants and observers.

First-Aid Provisions: A well-equipped first-aid kit will be on hand, and at least one staff member or volunteer with current first-aid certification will be present.

Communication and Support Strategies

At Mighty Moments, we recognise the importance of maintaining clear channels of communication with our stakeholders, the participants, their parents or guardians, our staff, and the wider community. Coupled with a robust support system, this ensures a cohesive and protective environment for our young learners. A copy of this document can be found on our website.

Transparent Communication

Regular Updates: The Mighty Moments EMS allows guardians to view information about class schedules, special events, and any potential high-risk activities. This ensures they're well-informed and can decide their child's participation.

Feedback Channels: Parents, guardians, and participants have various means to provide feedback, raise concerns, or ask questions. These include direct contact via email, online forms and in-person.

Information Accessibility: All our policies, guidelines, and procedures are available for review by any interested party, ensuring transparency in our operations.

Training & Awareness

Staff Training: Regular training sessions equip our staff with the necessary knowledge regarding our policies, communication protocols, and support mechanisms.

Student Orientation: At the beginning of each term or session, participants will be introduced or reacquainted with the rules, their rights, and the available support systems.

Support Systems

Peer Support: Older or more experienced participants are encouraged to act as mentors, providing a peer support system, especially for new or younger members. This extends to pairing new teachers with established teachers for a minimum of six sessions.

Grievance Handling: Mighty Moments maintains a transparent grievance-handling process, ensuring that any complaints or concerns raised are addressed promptly and effectively.

Complaints and Feedback Policy

Complaints and feedback can be lodged via the administration email or in person to one of the partners identified at the top of this document. Complaints involving relevant circumstances will be reported to the appropriate body as outlined in this document. Complaints less serious in nature will be addressed in a way satisfactory to all stakeholders. Feedback will be passed on to the person in question, with the identity of the person who left the feedback kept anonymous if necessary or desired.

Emergency Communication

Emergency Contacts: We maintain a regularly updated list of 2 emergency contact numbers for each student, ensuring we can reach parents or guardians quickly.

Incident Reporting: In case of any incident, a clear communication protocol exists to inform all relevant parties while respecting privacy laws and guidelines.

In fostering a culture of open communication and robust support at Mighty Moments, we aim to ensure that everyone feels heard, valued, and protected. Together, we'll create an environment where learning and growth are built on a foundation of trust and safety.

Appendices

1. Contact Details for External Authorities

Body	Phone Number
Queensland Police Service (Urgent)	000
Queensland Police Service (Non-Urgent)	131 444
The Department of Child Safety Women and Youth Services	1800 811 810 1800 177 135 (after hours)
Victims Assist	1300 546 587
Kids Helpline	1800 55 1800
Aboriginal and Torres Strait Islander family well-being services	1300 117 095