



MACKAY BASKETBALL INC CHILD SAFETY FRAMEWORK

May 2026

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1. Purpose of Strategy

Mackay Basketball Inc. (MBI) is committed to the safety and wellbeing of children and young people and will not tolerate child abuse and harm. The framework used to fulfil this commitment is set out in this document.

2. Commencement of this Policy

This Policy will commence on 1 March 2026. It replaces all earlier Child Safety Frameworks (if any).

3. Our Commitment

Aligned to QFCC Standard 1 and 4 – Child safety and wellbeing is embedded in the entity’s organisational leadership, governance and culture - Equity is upheld and diverse needs respected in policy and practice

MBI is committed to creating a safe and supportive environment for all, as such, the organisation has embedded a culture of child and member protection in all we do and commits to:

- Maintaining a child safety framework aligned to the 10 Queensland Family and Child Commission (QFCC) Child Safe Standards and the Universal Standards,
- Ensuring that all staff and volunteers complete the Sport Integrity Australia online Safeguarding Children and Young People Sports Induction course,
- Ensuring that all workers always treat children and young people with respect and understanding,
- Ensuring that those who regularly deal with children and young people within the Association undergo the Working with Children Check and hold a positive notice Blue Card (where exemptions do not apply),
- Ensuring the way MBI operates makes every child feel welcome, safe, respected, heard and valued,
- MBI recognises the additional vulnerabilities of Aboriginal and Torres Strait Islander children, children with disability, culturally and linguistically diverse children, and children who identify as LGBTQIA+, and will tailor safeguarding responses accordingly,
- Prohibiting any form of abuse against children,
- Carefully selects, screens and monitors people whose roles require them to have regular contact with children,
- Ensuring that MBI policies and practices treat all children and their families with respect and fairness, without discrimination,
- Ensuring MBI’s Codes of Conduct for interacting with children and young people is promoted, enforced,
- Children and young people will be listened to and supported,
- Reviewing and improving our policies and practices regularly,
- Provides clear procedures for raising concerns or complaints, and
- Responding promptly and transparently to any child safety concerns or complaints

MBI, as a member of Basketball Queensland, is bound by their Constitution and By-Laws. Basketball Queensland and MBI has adopted the [Basketball Australia Child Safeguarding Policy](#) which details our commitment to the protection of children and young people.

In addition to this, MBI has drafted this framework to ensure that there is an emphasis on providing a safe and supportive environment for children and young people.

To ensure that MBI delivers on this commitment, the MBI Executive Committee hold ultimate accountability for the delivery of the Child Safety Framework. The MBI Executive Committee has Child Safety as an agenda item at each

meeting and will conduct a child safety review annually. In addition, A Child Safety Register is maintained and reviewed quarterly.

4. Child and Youth Risk Management Policy

Aligned to QFCC Standard 5 – People Working with Children are Suitable and Supported

All classes of individuals who should comply and who directly and/or interact with children under the age of 18 on a regular basis will undergo the Working with Children Check and will hold a positive notice Blue Card or Exemption Card.

Those who should comply and who do not undergo a Working with Children Check or hold a Blue Card or Exemption Card will not be permitted to regularly interact with children or young people. If an individual's application for a Blue Card is refused, the Association has the duty to refuse that person's involvement with children and young people registered with the association.

Individuals are not required to undertake a Working with Children check or hold a Blue Card where exemptions apply (as defined by the Commission for Children and Young People and Child Guardian), namely, children under the age of 18 years who are volunteers and/or referees (further information is available using this [LINK](#)). If there are doubts about the person in question; however, the person will be required to undergo the check and hold a Blue Card (where the exemption does not apply).

An individual unless exempt must have a valid Blue Card **before** they start working with children and young people on a regular basis (as defined above). The MBI Executive Committee has determined that all adult volunteers regardless of any exceptions that may exist within the Blue Card Policy must hold a valid Blue Card.

Where there is evidence, disclosure or reasonable suspicion of harm or abuse to a child or young person within MBI, the Department of Communities, Child Safety Service or the Police will be notified immediately.

All disclosures and allegations of child abuse must be referred to the Operations Manager or their delegate and will be dealt with promptly, seriously, sensitively, confidentially and transparently. A person will not be victimised for reporting an allegation of child abuse and the privacy of all persons concerned will be respected.

Who should comply with this policy?

- Volunteers
- Employees
- Coaches
- Parents
- Referees
- Committee members
- Sponsors
- Officials
- Guardians
- Spectators
- Players

5. Child Safety Risk Management Strategy

Aligned to QFCC Standards 1 & 9 – Leadership, Governance and Culture / Continuous Improvement

The purpose of this strategy is to outline how MBI identifies, manages, and reviews risks associated with the safety and wellbeing of children and young people involved in our programs, competitions, and events. This strategy satisfies the requirements of the Child Safe Organisations Act 2024 (Qld) and the Working with Children (Risk Management and Screening) Act 2000 (Qld).

This strategy applies to all MBI employees, volunteers, contractors, coaches, officials, referees, and Executive Committee members, as well as all programs, venues, digital platforms, and events where children and young people participate. The following principles apply to this strategy:

1. Child safety is a shared responsibility across all levels of the organisation.
2. Risk management is proactive, systematic, and integrated into all MBI planning and operations.
3. Risk management activities must align with MBI’s Child Safe Framework and be reviewed regularly.
4. Risk decisions must consider the rights, voice, and safety of children above all else.

MBI applies the following process for identifying and managing risks:

1. Identify potential risks to children and young people.
2. Assess the likelihood and potential impact of each risk.
3. Implement controls or mitigation strategies to reduce risk.
4. Monitor and review effectiveness of controls regularly.
5. Record and report risk management activities and reviews.

Risks are assessed based on the following scale:

Likelihood	Impact
Rare (1): May occur only in exceptional circumstances	Minor (1): Low consequence, minimal disruption or harm
Possible (2): Might occur occasionally	Moderate (2): Some harm or distress, possible breach of policy
Likely (3): Expected to occur regularly	Severe (3): Significant harm or potential for abuse

A Risk Rating is calculated by multiplying the number in brackets beside the category for both Likelihood and Impact (e.g. Possible (2) X Minor (1) = 2). Once the Risk Rating is calculated, it is categorised in the following way:

1. Low 1 to 2
2. Medium 3 to 5
3. High 6 to 9 (must be escalated to the Executive Committee)

An example of a child-related risk register is shown below:

Activity/Area	Risk Description	Control Measures	Risk Rating
Travel to games or tournaments	Inadequate supervision or inappropriate adult–child interactions during travel.	<ul style="list-style-type: none"> • Two-adult rule enforced; written parental consent required • Supervision roster maintained. 	Low (2)
Online communication with players	Private messaging between coach and junior player outside approved channels.	<ul style="list-style-type: none"> • All team communication occurs in group chats with parents included • No direct messages to minors. 	Low (2)

Activity/Area	Risk Description	Control Measures	Risk Rating
Change rooms / shared facilities	Unsuitable supervision or unauthorised access to change rooms.	<ul style="list-style-type: none"> • Adult access only for legitimate supervision • gender-appropriate staff • Signage in place. 	Moderate (3)
Photography and media	Images of children used or shared without consent.	<ul style="list-style-type: none"> • Parental consent obtained for all photography • Approved photographers only 	Low (2)

The Operations Manager and Child Safety Working Group are responsible for reviewing this strategy annually and after any incident or policy change. Review outcomes will be reported to the Executive Committee and used to update the risk register and related procedures.

6. Code of Conduct

Aligned to QFCC Standard 1 and 8 - Child safety and wellbeing is embedded in the entity's organisational leadership, governance and culture - Physical and online environments promote safety and wellbeing and minimise the opportunity for children to be harmed.

Everyone who must comply with the policy must adhere to the Code of Conduct which is set out below:

- Use appropriate language when dealing with children and young people.
- Do not make inappropriate physical contact with any children or young people.
- If coaching or officiating, maintain professional relationships with children and young people within the Association and treat them with the same respect you would offer an adult.
- Do not tolerate bullying within the association, either amongst children and young people, or from adults towards children and young people.
- Place the safety and welfare of children and young people above all else.
- Report all violent and illegal acts.
- Set a good example for children and young people within the Association by the way you dress, speak and act.

If anyone is in doubt they should consider:

- Is this action legal?
- Will the decision be in the best interest of the child or young person?
- Do I have all relevant information to make an informed responsible decision?
- Is it consistent with the association and its policies?
- Do I think it is the right thing to do?
- Would other people think it was the right thing to do? If not, why not?
- What will the consequences be for our association, for my colleagues and for me?
- Can I justify my actions?
- What will happen if the matter becomes public, for example, in the media.

7. Our Capability

MBI demonstrates its capability to enact our commitment to children and young people by having rigorous human resource policies enabling us to recruit staff and volunteers who will contribute to a creating a safe and supportive environment and manage staff to ensure expected standards of behaviour are upheld.

This capability is evidenced with the Employee Handbook which incorporates the following matters:

- Bullying and Harassment
- Anti-Discrimination
- Staff Leave
- Code of Conduct
- Drugs and Alcohol
- Email and Internet Usage
- Staff Social Media Use
- Workplace Grievance Processes

8. Recruitment, Selection, Training and Management

Aligned to QFCC Standard 7– Knowledge and Skills

To enable MBI to recruit staff and volunteers, it is important to demonstrate our commitment to the provision of a safe and supportive environment for all. To assist in this endeavour MBI will implement appropriate recruitment, selection screening, induction, monitoring and management of volunteers and employees who work with children and young people within the association.

When recruiting volunteers and employees, they will be screened to ensure that they fit the MBI's culture and the requirements of the position to be filled. In screening volunteers and any employee, MBI recognises the importance of assessing the skills, experience and availability of potential volunteers and employees or their commitment to gathering the necessary skills and experience to match them to the needs of the Association. Making them aware of the following:

- The Association's commitment to the provision of an environment where children and young people feel safe,
- The Association's child and youth friendly policies, codes of conduct and procedures,
- Procedures to follow when harm is disclosed or suspected,
- Their rights and responsibilities,
- What is expected of them,
- What they can and can't do – the boundaries of their roles,
- The roles of key people in the Association and to whom they should go to for help,
- What to expect if there is an allegation of harm made against them or to them, and
- Reporting and grievance procedures.

Once selected volunteers and employees regularly working with children and young people will be required to obtain a Blue Card (where an exemption does not apply) and complete the Sport Integrity Australia online Safeguarding Children and Young People Sports Induction course prior to the commencement of working with children or young people. MBI's Blue Card register will be used to monitor who within the association holds a current Blue Card, as well as Blue Card numbers and expiry dates.

Training will be provided to volunteers and employees to outline their responsibilities under the Association's policies. Training will also be provided to assist them in being alerted to the nature of harm which can occur to children and young people and how to respond to disclosures or suspicions of harm.

9. Child, Youth, Family and Community Participation and Empowerment Policy

Aligned to QFCC Standard 2 and 3 – Children and Young People Are Informed, Participate and are taken seriously and Families and communities are informed and involved in promoting child safety and wellbeing.

This policy outlines how MBI ensures that children and young people are empowered to express their views, participate in decisions that affect them, and feel confident that their voices are respected and valued within our organisation.

This policy applies to all MBI programs, including junior competitions, development programs, representative teams, school programs, and any events where children and young people are participants and is based on the following principles:

- Children, young people and families have the right to be heard, taken seriously, and involved in decision-making.
- Their participation must always be voluntary, safe, inclusive, and respectful.
- MBI is committed to creating genuine opportunities for children, families and the community to influence programs, policies, and practices.
- Feedback from children, families and the community will inform continuous improvement in service delivery, competition design, and safeguarding initiatives.

MBI will promote and encourage participation through the provision of age-appropriate information about their rights and safety, thereby creating inclusive environments where all children feel comfortable sharing their views. This will be achieved through the use of surveys, group discussions and team meetings to gather feedback from players. Complimentary to this, MBI will encourage youth involvement in program design, events, and promotional activities. MBI will also endeavour to have coaches and staff actively listen to children and respond respectfully.

To support this endeavour, MBI will educate children and young people about their rights to safety, respect, and participation through team talks, posters, and online materials. MBI will communicate in clear, age-appropriate, and inclusive language, and employees and volunteers will receive training on how to listen to and engage with children effectively.

Children and young people will be informed about how they can make a complaint or raise a concern, including who to contact and what will happen next.

Information will be displayed in visible areas at venues and included in player welcome packs and digital platforms such as Heja.

MBI will actively involve young people, families and the community in shaping its programs and culture through player and parent surveys conducted at the end of each season, general member surveys and focus groups or advisory sessions to provide feedback to management. MBI will encourage opportunities to for young people, families and the community to contribute to MBI activities, promotions, or community events. MBI is committed to representation of youth perspectives in the Child Safety Working Group.

All feedback from children and parents will be reviewed by the Operations Manager and the MBI Child Safety Working Group. A summary of key themes and actions will be presented to the MBI Executive Committee half-yearly with feedback outcomes communicated back to members through newsletters or online updates. This process ensures transparency and shows children that their voices influence change.

When children share views or make complaints, their privacy will be respected. Feedback that raises safety concerns will be referred immediately to the Operations Manager and managed under the Complaints Procedure.

MBI will evaluate the effectiveness of child participation initiatives through regular reviews, feedback surveys, and consultation with the Child Safety Working Group. Improvements will be incorporated into program planning and policy development.

10. Handling Disclosures and Suspicions of Harm

Aligned to QFCC Standard 6 – Complaints and Management

When those who should comply with this policy are confronted with disclosures of harm or suspect harm to children and young people they will respond professionally and in the best interest of the child or young person subjected to the alleged harm. Complaints are to be immediately referred to the Operations Manager or their delegate and will be dealt with promptly, seriously, sensitively, confidentially and transparently.

Anyone confronted with disclosures of harm must:

- Not react in a shocked or critical way,
- Reassure the child or young person that they have acted appropriately in bring the matter to their attention,
- Advise the child or young person they need to tell someone else who can help the child or young person,
- Reassure the child or young person that they will only tell someone who will make them safe, and
- Believe the child or young person and assume they are telling the truth.

Where there is reasonable suspicion that a child is at risk of significant harm, the matter will be reported immediately to Queensland Police or Child Safety Services in accordance with legislative requirements. If the incident(s) are serious or criminal in nature, MBI's response should be immediate. All other allegations should be actioned as soon as possible, preferably within 24 hours. For allegations of a serious or criminal nature, MBI will follow these guidelines:

- If the allegation involves a child at risk of harm, the incident should immediately be reported to the police and/or the Department of Communities, Child Safety Services,
- MBI will contact the Department of Communities, Child Safety Services for advice if there is any doubt whether the complaint should be reported, and
- If the child's parent(s) or guardian are suspected of committing the abuse, MBI will report the allegation to the Police or the Department of Communities, Child Safety services immediately.

Strict confidentiality, impartiality, fairness and due process must be maintained throughout the process. Under no circumstances will MBI conduct its own investigations into any serious allegations or allegations of a criminal nature.

11. Breaches and Complaints

Aligned to QFCC Standard 6 – Complaints and Management

Those who breach the Basketball Australia Child Safeguarding Policy and/or the MBI Child Safety Framework will be subject to disciplinary measures.

Any person (a complainant) may report a complaint about a person, people or organisation who are bound by the Association Constitution, its By-Laws and Policies (the respondent) if they feel they have been harassed, bullied or discriminated against.

Only matters that relate to, or which occurred while involved in activities under the auspices of MBI will be dealt with by MBI. Complaints that relate to activities or personnel under the auspices of another association must be referred to that association.

All complaints will be processed in the manner set out in the MBI Child Safety Framework. MBI will follow these principles in handling the complaint:

- Every complaint and concern will be taken seriously.
- Children and young people will be listened to and supported.
- Complaints will be handled confidentially and without victimisation.
- Natural justice and procedural fairness will apply.
- All actions will prioritise the safety and wellbeing of the child. Where allegations involve potential risk to children, precautionary suspension may occur while investigations are undertaken.

Complaints may include, but are not limited to:

- Behavioural concerns or breaches of Codes of Conduct.
- Child safety concerns or suspected abuse or neglect.
- Bullying, harassment, or discrimination.
- Policy or process breaches.
- Concerns about staff, coaches, volunteers, or other members.

If the complainant decides to lodge a complaint with MBI, they can do this by contacting the MBI Operations Manager or the MBI President if the matter involved the MBI Operations Manager. The process to be followed is:

1. **Receive:** Listen respectfully, thank the person for raising the concern, and record the details accurately.
2. **Record:** Complete an Incident/Complaint Form and store it securely. Avoid making judgments or promises.
3. **Report:** Notify the Operations Manager immediately. For serious matters, contact Police or Child Safety Services.
4. **Respond:** Provide support to those affected, implement interim safety measures, and take appropriate disciplinary or safeguarding action.
5. **Review:** Analyse the issue, identify lessons learned, and update policies or training where required.

All complaint information will be kept confidential and shared only with those directly involved in managing or resolving the matter. Records will be retained securely and in line with privacy legislation.

MBI aims to acknowledge all complaints within 3 business days and resolve or provide an update within 14 business days, depending on the complexity of the issue.

Lodging a complaint with Basketball Queensland:

- If the complainant decides to lodge a complaint with Basketball Queensland, they can do this on-line using this [LINK](#).
- The complainant may also call Basketball Queensland to discuss the matter. This does not mean that the matter will be treated lightly, and it may be escalated if deemed necessary.
- Lodging a complaint with Basketball Australia anonymously through the Basketball Australia Stopline which is available using this [LINK](#).

12. Incident Reporting and Record Keeping Procedure

Aligned to QFCC Standards 6 & 10 – Complaints and Concerns Are Taken Seriously / Policies and Procedures

This procedure outlines how MBI records, manages, and stores incident information involving members, staff, volunteers, or visitors. It ensures incidents are reported promptly, investigated appropriately, and retained securely in accordance with legislative and organisational requirements.

This procedure applies to all employees, volunteers, coaches, referees, players, officials, parents, and contractors across all programs, competitions, and venues.

The principles applicable to this procedure are:

- Every incident or near miss must be reported, recorded, and reviewed.
- Child safety and wellbeing are prioritised at every stage of response.
- Confidentiality and privacy must be maintained for all individuals involved.
- Records must be complete, accurate, and stored securely for future reference.
- Reporting obligations extend to both child safety and general incidents.

Incidents that must be reported include (but are not limited to):

- Injuries or medical emergencies.
- Allegations or suspicions of abuse, neglect, or grooming.
- Behavioural or disciplinary concerns.
- Breaches of policy, procedure, or Codes of Conduct.
- Property damage or safety hazards.
- Near misses that could have caused harm.

The reporting process is:

1. Ensure the immediate safety of all persons involved.
2. Provide first aid or emergency response as required.
3. Notify the Coach, Team Manager, or Venue Supervisor immediately.
4. Complete an Incident Report Form within 24 hours of the event.
5. Submit the form to the Operations Manager or their delegate for review and recording.
6. Where there is reasonable suspicion of significant harm, the matter must be reported immediately to Queensland Police or Child Safety Services. The Operations Manager must not delay reporting while assessing credibility

The timeframe required are:

Timeframe	Action Required
Immediate	Report serious or child-protection-related incidents to the Operations Manager and/or Police
Within 24 Hours	Complete and submit an Incident Report Form
Within 7 Days	Operations Manager to review and record in the central incident register and determine any follow-up actions

All incident reports must be stored securely in MBI's central Incident Register. Only the Operations Manager or their delegate, or authorised MBI Executive Committee members may access records. All information related to the incident will remain confidential and shared only with those directly involved in managing or resolving the matter. Information must not be discussed outside of the formal reporting processes.

Incident data will be reviewed quarterly to identify trends or systemic risks. Records involving children will be retained permanently in accordance with legal requirements. The Operations Manager will review the register quarterly and provide a summary to the Executive Committee. Findings will inform future policy updates, training needs and risk mitigation strategies.

The following table provides examples of how different types of incidents should be reported:

Date/Time	Incident Type	Description	Action Taken	Follow-up/Outcome
15/03/2026 – 7:00 pm	Injury / Accident	Player rolled ankle during training session on Court 2.	First aid provided. Player iced ankle and was assisted by parent. Incident recorded.	No further action required. Monitor player recovery.
22/04/2026 – 2:00 pm	Child Safety Concern	Volunteer reported inappropriate message sent to junior player via text.	Reported to Operations Manager. Contacted parent and removed volunteer pending investigation.	Matter referred to Police and Basketball Queensland. Review of communication policy conducted.
02/05/2026 – 5:00 pm	Behavioural Misconduct	Spectator used abusive language toward referee.	Spectator removed from venue by staff. Report filed to Operations Manager.	Written warning issued. Code of Conduct reminder sent to all teams.

This template should be used as a guide when completing the official MBI Incident Report Form. All completed reports must be signed and submitted to the Operations Manager or their delegate.

13. Travel and Transport Policy

MBI will not approve teams travelling or staying together overnight in accommodation. This is due to the risks involved in this activity. Children must travel and be accommodated as separate individuals under the supervision of their parents or guardians.

12. Change-Room and Supervision Procedures

Aligned to QFCC Standard 8 – Safe Physical and Online Environments

This procedure provides clear guidance on the appropriate supervision of children and young people during MBI activities, including training, competitions, and travel events.

It aims to ensure all players are protected from risk while maintaining privacy, dignity, and respect in change-room and team environments. This procedure applies to all MBI employees, coaches, team managers, volunteers, referees, and officials who are responsible for the supervision of children and young people at any MBI venue, competition, camp, or associated activity.

The principles that apply to supervision of children and young people are:

1. The safety and wellbeing of children and young people are paramount at all times.
2. Supervision must be active, consistent, and appropriate to the age, gender, and activity of participants.

3. All supervisors must hold a valid Blue Card and have completed the Safeguarding Children and Young People in Sport training.
4. Staff and volunteers must avoid situations where they are alone with a child unless absolutely necessary and in view of others.
5. Parents and guardians retain primary responsibility for their children before and after official activities unless otherwise advised.

The minimum supervision ratios for MBI activities are:

- Under 10–12 years: 1 adult to 5 children
- Under 13–15 years: 1 adult to 8 children
- Under 16–18 years: 1 adult to 10 children

In addition, at least two adults must be present at all times when supervising groups of children.

Gender-appropriate supervision must also be considered. Therefore, supervisions must also adhere to the following change-room and facility access requirements:

- Only players, team officials, and approved personnel may enter change rooms.
- Adults must only enter change rooms when necessary for supervision or safety reasons and must announce their presence before entry.
- Coaches and officials must never change or shower in the same facilities as players.
- Team discussions should occur in public or semi-public areas, not in change rooms.
- Photography or video recording is strictly prohibited in change rooms or bathrooms.

In addition, separate facilities must be provided for male and female participants where possible. Mixed-gender teams should be supervised by both male and female adults. Female teams should have access to at least one female supervisor, and male teams should have access to at least one male supervisor. If this is not possible:

- The two-adult rule must apply.
- Supervision must occur in observable and interruptible environments; and
- Parents must be informed where gender representation cannot be achieved.

Respect for cultural and individual privacy needs must be respected, and modesty considerations must be accommodated. Alternative private changing options should be made available when requested if possible.

If an incident, injury, or concern arises during supervision:

1. Ensure the immediate safety of all children involved.
2. Report the concern to the Operations Manager or their delegate as soon as possible.
3. Record the incident using the MBI Incident Report Form.
4. Notify parents/guardians if required.
5. Follow the Complaints, Reporting and Responding Procedure for escalation.

The following checklist must be completed or verified prior to and during all MBI events involving children and young people:

- Two approved adults (with valid Blue Cards) are present at all times.
- Supervision ratios meet MBI requirements for the group's age range.
- Change-room access is restricted to authorised personnel only.
- Players are accounted for before and after games/training sessions.
- No adult is left alone with a child unless in view of others.
- Players' privacy is respected during changing or showering.
- No photography or recording occurs in private spaces.

- Emergency contacts and medical information are available on-site.

13. High Risk Activities and Special Events

Volunteers and employees and others interested parties have less control over events and activities which are conducted away from MBI's home courts. MBI volunteers and employees must, therefore, ensure that participating in away events or activities will not compromise MBI's commitment to providing a safe environment for children and young people by:

- Ensuring that enough information has been provided to parents or carers so they can make an informed decision about whether they want their children to attend, and
- Evaluating any risks involved with attending the event and developing procedures to minimise those risks, and
- Ensuring that event organisers are committed to an environment which is safe and friendly for children and young people and that they have developed policies and procedures supporting such an environment.

Parents and guardians often turn to sport as a safe place for children to build character, develop skills, and learn valuable lessons and to have fun. While involvement in sport generally provides a positive experience for most participants, parents are now aware that children can face the risk of being harassed and abused in sport.

In addition to MBI's volunteers and employees, parents can play a key role in creating a safe environment for children in sport. The following actions will help parents contribute to providing a safe environment:

- Get involved and get to know your child's coach,
- Maintain open and frank communication with the coach and the Association,
- If things occur that disturb you, talk to the coach about them,
- Speak out when you hear language or attitudes that contribute to a negative or unsafe environment,
- Be careful not to put coaches on pedestals and believe that they can do no wrong,
- Tell your children it is ok to say **NO** if the coach is doing something that makes them feel uncomfortable,
- Try to attend training and games whenever you can,
- Be wary of private, closed training sessions, if they occur on a regular basis ask the coach for an explanation,
- Be wary of any increases in the amount of time the coach spends with your children beyond the training session,
- Be wary of letting your child travel alone to and from training or games with the coach,
- Make sure you are not part of the problem,
- Don't engage in verbal abuse of officials, umpires, coaches or others,
- Know and abide by the Association's codes of conduct and encourage others to do the same,
- Encourage your child to play by the rules, and
- Never ridicule a child for making mistakes.

14. Consistency

In order to ensure compliance with the Blue Card system and this Child Safety Framework, MBI has a Blue Card Policy and Procedure in place and maintains an Employee Register (a written record of all paid employees and volunteers involved in child-related activities within MBI).

Paid staff of MBI receive training on the safeguarding children and young people as part of their induction and regular ongoing training.

Children and young people within the organisation are made aware of their rights and obligations via team/squad member agreements (for those in representative teams) and via the Association's range of digital communication (website and social media).

Parents, Members, and the public are made aware of our commitment to child and member protection via the Association's range of digital communication (website and social media).

15. Support Mechanisms

Staff are encouraged to immediately direct all matters to the MBI Operations Manager who will manage the recording and reporting process in conjunction with legal counsel. This is to ensure integrity and minimise potential trauma to staff. If required, external counselling will be made available for staff and volunteers affected.

16. Blue Card Procedure

Aligned to QFCC Standard 5 – People Working with Children are Suitable and Supported

Purpose

This procedure outlines how MBI manages requirements for persons engaged in child-related work in accordance with the Working with Children (Risk Management and Screening) Act 2000 (Qld) (WWC Act). This procedure applies to all persons engaged in child-related work, and those who manage persons engaged in child-related work at BQ.

Scope

This procedure applies to all MBI employees, Executive Committee members, contractors, coaches, referees, team managers, and volunteers engaged in any capacity with programs, competitions, or activities involving children.

Overview

Whether a person needs a working with children authority (i.e. a blue card or exemption card, collectively referred to as a 'card' in this procedure) will depend on the environment where the work is performed, the type of work performed and who is performing the work. A restricted person; however, must not work in child-related work in any capacity. While parents volunteering for an activity that their child participates in generally do not need a blue card, parents must have a blue card when volunteering:

- in activities that do not involve their own child, or
- at overnight excursions or camps, or
- in activities that may involve close personal contact with another child.

This procedure must be read in conjunction with MBI's adopted Basketball Australia Child Safeguarding Policy.

Responsibilities

People who work, or intend to work, in child-related work

Prior to working in child-related work, and at all times while working in child-related work, a person must:

- hold a valid card, unless otherwise exempt
- provide their card and/or photo identification on request to the Operations Manager or their delegate.
- declare if they are a restricted person or become a restricted person.
- renew their card prior to the expiry date.
- not start, or continue, in child-related work if they are, or become, a restricted person.

Operations Manager or Their Delegate

- Ensure all persons who engage in child-related work have a valid card prior to starting work, and always during work, unless otherwise exempt.

- Ask any persons relying on a restricted employment provision if they are a restricted person.
- Take reasonable steps to confirm the person's identity.
- Link a person to the organisational portal when they start work, and delink when they cease work.
- Maintain the Organisation Portal and the Register for BQ

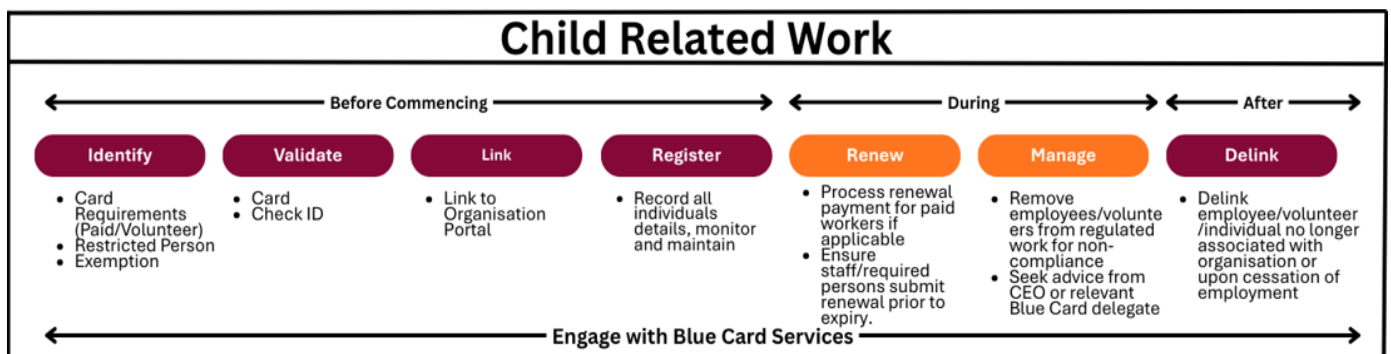
Process

- Monitor card expiry dates
- Immediately remove a person from child-related work if they are, or become, a restricted person
- Advise Blue Card Services of any change in BQ details or authorised contact people
- Comply with any lawful requests to provide information or documents to Blue Card Services, unless there is a reasonable excuse not to
- Consider human rights and ensure that actions and decisions are compatible with the [Human Rights Act 2019 \(Qld\)](#) (HR Act).

Integrity Unit/Human Resources

- Provide advice and support to the CEO/ Manager (Integrity)/nominated persons on the implementation of this procedure
- Take action to manage risk and non-compliance with WWC Act requirements
- Consider human rights and ensure that actions and decisions are compatible with the HR Act.

Process



(Image 1 – Child Related work Process)

1. Identify whether a person needs a card or is otherwise exempt

Prior to an employee starting child-related work or an individual a child-related service or activity, the Operations Manager or their delegate must:

- identify the relevant [category of regulated employment or business](#) and determine whether the person or individual requires a card, or is otherwise exempt. Refer to the [Who needs a blue card or exemption? Quick reference guide \(PDF, 345KB\)](#) for guidance
- ask the person to complete the [Restricted employment declaration form](#) if the person seeks to work in restricted employment. The completed form must be retained by the business for record keeping purposes with the [Register \(PDF, 218KB\)](#)
- If the person is a restricted person, they must not work with children in any capacity.

2. Validate the card

If an employee or individual requires a card, the Operations Manager or their delegate must:

- validate the card via the [Organisation Portal](#) for cards that must be linked to the BQ organisation portal or
- validate the card via the [Card validity check](#) for cards that are not required to be linked to the BQ organisational portal (e.g. trades)

The employee or individual must present their card if requested by the Operations Manager or their delegate for validation purposes.

1. **Link the person's card to the BQ organisational portal before they start working**

If a person requires a card, the Operations Manager or their delegate must:

- [Link](#) the card to the MBI organisational portal using the [Organisation Portal](#)

2. **Add persons to the Blue Card Register**

- The Operations Manager or their delegate must maintain a [Register \(PDF, 218KB\)](#) recording the name and date of birth for all persons engaged in child-related work
- If the person engaged in child-related work needs a card, the Operations Manager or their delegate must also record:
 - the application status of the person (e.g. has a valid card)
 - if the person has a card, the card number and expiry date.
- If the person engaged in child-related work does not need a card (i.e. an exemption applies), the Operations Manager or their delegate must also record if the person:
 - has professional registration through the [Queensland College of Teachers \(QCT\) External link](#) or the [Australian Health Practitioner Regulation Agency \(AHPRA\) External link](#)
 - is working in [restricted employment External link](#) (e.g. relying on an exemption, such as a parent-volunteer) and, if so, whether they are a [restricted person External link](#). If they are a restricted person, they must not start or continue child-related work in any capacity.
- The person is now able to start in child-related work.

3. **Renew card prior to expiry**

- A person must apply to [renew their card](#) prior to the expiry date of their current card
- A person can continue to work after the card has expired if the renewal application is submitted to Blue Card Services prior to the expiry date of their card
- Every three months Operations Manager or their delegate must:
 - identify all persons with a pending card expiry date (i.e. within the next 3 months) by [sorting your blue card register](#) in the Organisation Portal
 - remind the identified persons to submit a renewal application prior to the expiry date of their current card
 - review their [Organisation Portal](#) and [Register \(PDF, 218KB\)](#) to ensure accuracy. Take action to address any deficiencies identified in line with the requirements outlined in this procedure.

4. **Manage non-compliance**

- A person must immediately stop child-related work if they receive a negative notice from Blue Card Services or their card:
 - Expires (and a renewal application was not submitted to Blue Card Services Prior to expiry)
 - Is suspended by Blue Card Services
 - Is cancelled by Blue Card Services

- A person must immediately stop working if they become a [restricted person](#)
- A person must declare to the Operations Manager or their delegate if they become a restricted person while working in restricted employment
- The Operations Manager must immediately:
 - remove a person from child-related work if the person's card expires (and a renewal application was not submitted to Blue Card Services prior to expiry), is suspended or cancelled by Blue Card Services or they become a disqualified person or negative notice holder, or
 - remove a person from restricted employment if the person becomes a restricted person, or
- The Operations Manager must
 - take appropriate action to manage risk and an employee's non-compliance with the WWC Act and this procedure.

7. Delink the card on cessation

When a person ceases working in regulated employment or in a child related role, the Operations Manager or their delegate must:

- [delink](#) the person from the organisational portal using the [Organisation Portal](#); or
- submit the [Delink a person from your organisation form](#) to Blue Card Services if the organisation does not have an [Organisation Portal](#).

8. Engage with Blue Card Services

The Operations Manager or their delegate must:

- advise Blue Card Services of a [change in business](#) name, address, contact details or authorised contact people (including when a contact person changes their name)
- comply with any lawful requests to provide information or documents to Blue Card Services, unless there is a reasonable excuse not to.

Definitions

Term	Definition
Blue card	A working with children card, as outlined in Schedule 7 of the WWC Act, that evidences that a working with children authority has been issued to a person by Blue Card Services
Business operator	A sole/self-employed/business operator providing a regulated child-related service or activity , as outlined in Schedule 1, Part 2 of the WWC Act
Card	The collective term used in this procedure to refer to both a blue card and an exemption card issued by Blue Card Services
Child-related work	Refers to regulated employment, restricted employment, working with children under a professional registration exemption and a child-related duty
Close personal contact	For example, assisting a child with changing, or dressing
Disqualified person	A person who is:

Term	Definition
	<ul style="list-style-type: none"> • convicted of a disqualifying offence - regardless of the penalty and regardless of when and where it occurred • a reportable offender outlined in section 5 of the <i>Child Protection (Offender Reporting and Offender Prohibition Order) Act 2004</i> (Qld) (CP Act) • the subject of an offender prohibition order under the CP Act • prohibited by a court from applying for or holding a blue card <p>the subject of a sexual offender order under the Dangerous Prisoners (Sexual Offenders) Act 2003 (Qld)</p>
Disqualifying offence	An offence listed in Schedule 4 or Schedule 5 of the WWC Act
Exemption card	A working with children card, as outlined in Schedule 7 of the WWC Act, specifically for Queensland registered teachers working outside of schools and school boarding facilities.
Negative notice	Blue Card Services' decision that the person cannot hold a card.
Nominated officer	The business contact person for Blue Card Services, portal user or other officer nominated by the Operations Manager.
Organisation portal	Blue Card Services' online system to help organisations keep track of records and blue card obligations under the WWC Act.
Parent	<p>The child's mother, father or someone else, other than the chief executive (child safety), having or exercising parental responsibility for the child.</p> <p>See section 390 of the WWC Act for a full definition.</p>
Register	<p>In accordance with section 369 of the WWC Act, a written record of each employee in regulated employment who:</p> <ul style="list-style-type: none"> • has made a working with children check application; • holds a working with children authority; • is employed in restricted employment; and <p>is not required to apply for a working with children authority.</p>
Registered teacher	A person who holds full registration or provisional registration under the Education (Queensland College of Teachers) Act 2005 (Qld) External link and whose full or provisional registration is not suspended under section 48 External link or 49 External link of that Act.
Regulated employment	Has the meaning outlined in s156 of the WWC Act. There are various categories of employment under the Act, such as Sport, active recreation, gyms and play facilities.
Restricted employment	Restricted employment refers to the situations or exemptions that allow a person to work with children without a blue card, such as if they are:

Term	Definition
	<ul style="list-style-type: none"> • a parent volunteering where the voluntary service or activity provided includes the person’s own child (except for other specified circumstances that require a card – refer to the Who needs a blue card or exemption card? Quick reference guide (PDF, 345KB) for further information). • a volunteer who is under 18 years of age • paid or unpaid staff who work in regulated child-related employment for not more than 7 days in a calendar year (unless a card is required prior to commencement as outlined in the Who needs a blue card or exemption card? Quick reference guide (PDF, 345KB)) • a person with disability who is employed at a place where the person also receives disability services or NDIS supports or services <p>a secondary school student on work experience who carries out disability related work under the direct supervision of a person who holds a blue card or exemption card.</p>
Restricted person	<p>A restricted person is a person who either:</p> <ul style="list-style-type: none"> • has been issued a negative notice • has a suspended blue card • is a disqualified person • has been charged with a disqualifying offence that has not been finalised • is the subject of an adverse interstate Working with Children Check decision that is in effect.
Working with children authority	<p>A blue card or exemption card issued by Blue Card Services.</p>

Related Documents and References

- Basketball Australia Child Safeguarding Policy
- Basketball Australia Member Protection Policy
- Basketball Australia Complaint Policy
- Basketball Queensland Codes of Conduct
- Child Safe Organisations Act 2024 (Qld)
- Working with Children (Risk Management and Screening) Act 2000 (Qld)
- Child Protection Act 1999 (Qld)
- QFCC Child Safe Standards (2024)
- MBI Child Safety Framework