

**Identity Care Australia & New Zealand  
(iDcare)**

***Working with Children & Other Vulnerable  
People Policy***

**Official iDcare Policy**

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## Preface

This Policy should be read in conjunction with the iDcare Privacy Policy and Clinical Placement & Research Policy. The nature of iDcare community services necessarily requires staff to engage with members of the community that are vulnerable to exploitation, neglect and abuse, including children, the elderly, and the disadvantaged. This Policy requires all employees, volunteers, clinical placement students and researchers to comply with state legislative requirements, that is the *Child Protection Act 1999*, the *Disability Services Act 2006*, and *Commission for Children and Young People and Child Guardian Act 2000*.

Compliance requires obtaining appropriate documentation and following risk management strategies prior to commencing work with Children and other vulnerable people.

## Contents

<b>1. Statement of Commitment.....</b>	<b>4</b>
<b>2. Definitions.....</b>	<b>4</b>
<b>3. Need for a Blue and Yellow Card .....</b>	<b>5</b>
<b>4. When to Apply for a Card .....</b>	<b>5</b>
<b>5. Existing Employees and Volunteers .....</b>	<b>6</b>
<b>6. Payment of Cards .....</b>	<b>6</b>
<b>7. Assessing Risk.....</b>	<b>6</b>
<b>8. Reporting &amp; Responding to Inappropriate Conduct .....</b>	<b>7</b>
<b>9. Key References.....</b>	<b>7</b>

## 1. Statement of Commitment

iDcare delivers counseling support to individuals of any age and background that believe their personal information is at risk of compromise or is known to have been compromised. To assist in promoting the prevention and control of harm to the community from identity theft and misuse, iDcare also conducts community outreach programs to specific groups within the community that are believed to be at a higher risk of identity theft and misuse. Specific groups that may receive community awareness programs can include School communities, the elderly, individuals with disabilities, and members of the indigenous community.

iDcare values equity and diversity and at all times seeks to professionally apply its community services to individuals with dignity, respect and in consideration of their unique needs and vulnerabilities. iDcare at all times is committed to maintaining the safety and wellbeing of children and other vulnerable people in the community that engage with our services.

To ensure the delivery of iDcare services is performed professionally and is sensitive to the needs and vulnerabilities of specific members of the community, this Policy sets out the requirements for staff, students, researchers and volunteers of iDcare.

## 2. Definitions

<b>Blue Card</b>	A card which is issued by the Commission as a positive notice to an individual. This involves investigation into whether a person has a criminal history, which will impact their suitability to work with Children. Relevant police information held by the Queensland Police Service and other Police Services in Australia are checked for any charges or convictions.
<b>Case Management Services</b>	Case Management Services involve the delivery of counseling services to iDcare clients either via telephone, email, online chat, or face to face channels in order to respond to and control the ongoing harm of identity theft and misuse on them and their associates.
<b>Children</b>	Any person under the age of 18 years.
<b>Client</b>	Clients are the individuals that engage with iDcare’s Case Management Services.
<b>Commission</b>	Commission for Children and Young People and Child Guardian
<b>Community Outreach Programs</b>	Specific programs conducted by iDcare that are focused on preventing identity theft and misuse through the communication of key messages and/or the conduct of specific awareness raising activities.

<b>Employees</b>	Paid staff of iDcare, whether ongoing or non-ongoing appointments, including contractors.
<b>Researchers</b>	Individuals that work at iDcare for the purposes of completing agreed research projects where their research includes direct engagement with clients and members of the community.
<b>Volunteers</b>	For the purposes of this policy volunteers include clinical placement students and other staff that do not derive a wage from iDcare but are directly involved in the engagement with clients and/or the conduct of community programs.

### 3. Need for a Blue Card

The following employees and volunteers are required to obtain a Blue Card prior to commencement with iDcare:

- a. Case Management Centre staff and volunteers;
- b. Researchers conducting projects with direct access to clients;
- c. Employees and volunteers participating in Community Outreach Programs;
- d. Any other employee or volunteer that conducts activities on behalf of iDcare where there is a reasonable chance they will be engaging with Children and/or the disabled.

Registered health practitioners are exempt and do not require a Blue Card when providing services to Children or young people that relate to the functions as a registered health practitioner. The Commission’s Act defines a registered health practitioner as a person registered under the Health Practitioner Regulation National Law Act 2009 (includes medical practitioners and psychologists).

### 4. When to Apply for a Card

Staff and volunteers yet to commence with iDcare, but offered a position, are to submit the relevant application form for a Blue Card to the nominated contact point at iDcare. iDcare will complete the remaining sections of each form and forward to the appropriate authority.

Staff and volunteers yet to commence with iDcare, but already hold a Blue Card are to inform the nominated iDcare point of contact and provide evidence of the Cards on their first day of work.

In very limited circumstances a person may commence their induction activities with iDcare whilst the Blue Card is being processed. This is only acceptable where the induction activities do not require the individual to have direct access to Children and/or those members in the community with a disability.

It is a condition of working with iDcare as a staff member or volunteer that has direct engagement with Children, people with disabilities or other vulnerable members of the community that these staff have a current Blue Card. Failure to obtain a current Blue Card will preclude individuals from working in iDcare's Case Management Centre, Community Outreach Programs, and other activities where direct engagement with the community occurs.

## 5. Existing Employees and Volunteers

It is the responsibility of all existing employees and volunteers to advise their iDcare supervisor that they may fall into one or more of the categories of work that requires a Blue Card. If that employee or volunteer does not possess a current Blue Card, they must take immediate steps to apply and discuss with their Supervisor the nature and scope of their work until such time as the results of their application are known. If the employee or volunteer is not successful in their application, iDcare and the person concerned are to examine redeployment options. It is a requirement under the *Commission for Children and Young People and Child Guardian Act 2000* that iDcare is to immediately cease employment of any employee or volunteer working in a child-related employment category should a negative notice be issued.

## 6. Payment of Cards

For all employees and volunteers that require a Blue Card under this Policy, iDcare will cover the application fee. The cost of future renewal applications will be met by iDcare. Employees and volunteers that already possess a Blue Card on commencement are not entitled to retrospectively claim their application fee. Payments for lost cards are to be met by the employee or volunteer.

## 7. Assessing Risk

It is every employee and volunteer's responsibility to ensure they and the individuals they engage with participate in a safe environment. It is a requirement that employees and volunteers that engage with Children and other vulnerable people in the community do so in a way that minimises risk that may be detrimental to the health and well-being to themselves and others. iDcare requires employees and volunteers responsible for developing and delivering Community Outreach Programs to have conducted a risk assessment of each specific program. Risk assessments need not be formally reported, but must be evidenced in a way that demonstrates that risks have been considered, and where relevant and appropriate, actions taken to mitigate the manifestation and/or impact of such risks.

## 8. Reporting & Responding to Inappropriate Conduct

iDcare takes very seriously allegations of inappropriate behaviour or conduct that contradict or threaten our commitment to maintain the safety and well being of our clients and community members, including Children and other vulnerable people. Employees, volunteers, clients and members of the community are to be made aware of the reporting process for grievances or complaints. Reporting channels are to be offered anonymously and confidentially. These reporting channels are to be made available on iDcare's website and are to be communicated to all employees and volunteers during their induction and throughout their time at iDcare.

iDcare is committed to respond to all grievances or complaints received. Each report will be treated on its merits, independently and impartially. Depending on the nature of the grievance or complaint, iDcare may seek to appoint an external party to consider the content of the matter. iDcare commits to consider each matter as expeditiously as possible, and where the complainant has agreed, to provide feedback to them on the actions taken.

Where a complaint or grievance alleges inappropriate behaviour or conduct by an employee or volunteer, iDcare will provide the individual concerned with the right of reply in accordance with the guiding regulations and legislative provisions of the employment law of the day.

All matters that may involve the potential breach of a criminal law shall be referred to the relevant law enforcement agency for their assessment and/or investigation. During this time, the employee or volunteer involved in Case Management Centre work, Community Outreach Program work, or any other work with direct engagement with Children or other vulnerable members of the community will cease such work until such time as the investigating agency advises of the outcome of their enquiries. Depending on the nature of the grievance or complaint, the individual concerned may be redeployed to another area within iDcare.

## 9. Key References

Queensland Department of Communities, Child Safety and Disability Services – Yellow Card  
<http://www.communities.qld.gov.au/disability/key-projects/criminal-history-screening/forms/application-for-criminal-history-screening-prescribed-notice-yellow-card-form-10-1>

Queensland Government Blue Card System  
<https://www.bluecard.qld.gov.au>

Queensland Government – Managing Risks in School Curriculum Activities  
<http://ppr.det.qld.gov.au/education/management/Pages/Managing-Risks-in-School-Curriculum-Activities.aspx>

United Nations Convention on the Rights of the Child (simplified version)  
<https://www.unicef.org.au/Discover/What-we-do/Convention-on-the-Rights-of-the-Child/childfriendlycrc.aspx>