



Child & Youth Protection Strategy

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1. Introduction

This Child and Youth Protection Strategy compliments ISA's Safeguarding Children and Young People Policy by outlining the proactive steps that ISQ will take to reduce the likelihood of children and young people experiencing any type of harm while engaging with our sport, our people and our organisation.

2. Statement of Commitment

Ice Skating Queensland (ISQ) supports the rights of children and young people and is committed to providing a safe and supportive environment for all people to enjoy our sport and access our facilities.

All people working in our sport and our facilities have a responsibility to prevent and report Child Abuse, identify risks, and remove or reduce these risks.

To support this commitment, ISQ ensures the policies and procedures referred to and outlined in this Strategy effectively address the safety and wellbeing of children and young people in our care.

3. Code of Conduct

This Code of Conduct sets out the following Safe Practices to identify and prevent behaviour that may be harmful to any Child/Young Person in our sport or visiting our facilities. A failure to comply with this Code of Conduct will be a breach of [ISA's Safeguarding Children and Young People Policy](#) and constitutes Prohibited Conduct as set out in Section 4 of that Policy.

Note, there are two exceptions where the following Safe Practices do not apply. Firstly, in emergency situations where the action is protective of a Child/Young Person, when prior authorisation is not possible. Secondly, when a Relevant Person or Person in a Position of Authority is also an Approved Person in respect to that Child/Young Person.

3.1 Professional Boundaries

- a) A Person in a Position of Authority must establish and maintain professional boundaries (both in-person and online) when working with Children/Young People who are involved in our sport. Professional boundaries ensure that the nature of the relationship between a Person in a Position of Authority and Child/Young Person does not move from a professional one to a personal one and becomes harmful or exploitative of the Child/Young Person and/or family.
- b) A Person in a Position of Authority, unless they are also an Approved Person must not:
 - i. provide any form of support to a child or their family unrelated to the scope of their role (e.g., financial assistance, babysitting, provide accommodation);



- ii. use a personal phone, camera, or video camera to take images or video footage of Children/Young People unless prior written authorisation from the Relevant Organisation is provided;
 - iii. exhibit any type of favouritism towards a Child/Young Person;
 - iv. transport Children/Young People other than in accordance with Child/Young Person Safe Practices clause 12, Transporting Children/Young People;
 - v. give gifts/presents to Children/Young People other than the provision of official awards;
 - vi. have one on one contact with a Child/Young Person outside of authorised sport activities (includes direct contact such as in-person as well as indirect, such as by phone, or online); or attend any private social function at the request of a Child/Young Person or their family.
- c) If Relevant Persons become aware of a situation in which a Child/Young Person requires assistance that is beyond the scope of that person's role, they must undertake any or all of the following at the earliest opportunity:
- i. refer the matter to an appropriate support agency;
 - ii. refer the Child/Young Person to an appropriate support agency;
 - iii. contact the Child/Young Person's parent or carer;
 - iv. seek advice from a Relevant Organisation.

3.2 Use of Language and Tone of Voice

- a) Language and tone of voice used in the presence of Children/Young People must:
- i. provide clear direction, boost their confidence, encourage, or affirm them.
 - ii. not be harmful to Children/Young People.
- b) Relevant Persons must not use language towards or in the presence of Children/Young People that is:
- i. discriminatory, racist, or sexist;
 - ii. derogatory, belittling, or negative, for example, by calling a Child/Young Person a 'loser' or telling them they are 'too fat';
 - iii. unreasonably or unnecessarily threatening or frightening; or
 - iv. profane or sexual.

3.3 Positive Guidance

- a) Children participating in our sport must be made aware of the acceptable limits of their behaviour so that we can provide a positive experience for all participants.
- b) Relevant Persons and Relevant Organisations must use appropriate techniques and behaviour management strategies to ensure:
- i. an effective and positive environment; and
 - ii. the safety and/or wellbeing of Children/Young People and personnel participating in Ice Skating.

- c) Relevant Persons and Relevant Organisations must use strategies that are fair, respectful, and appropriate to the developmental stage of the Children/Young People involved.
- d) Children/Young People must be provided with clear directions and given an opportunity to redirect their behaviour in a positive manner.
- e) Relevant Persons or Relevant Organisations must not, under any circumstances, take disciplinary action involving physical punishment or any form of treatment that could reasonably be considered as degrading, cruel, frightening or humiliating.

3.4 Supervision

- a) Relevant Organisations must ensure that Children/Young People participating in our sport programs and services are adequately supervised. As such, Ice Skating Queensland sets the following requirements:
 - i. Aussie Skate School: maximum 10 students for every 1 coach.
 - ii. Other ISQ Programming: minimum two coaches always present.
 - iii. School Bookings: must be accompanied by at least one authorised school representative.
 - iv. Public Sessions: all skaters under 15yrs of age must have a parent or guardian present. As such, spectator entry is free.
- b) Supervision must be constant, active, and diligent, prioritising the safety and wellbeing of Children/Young People, and where possible a Relevant Person must be able to observe each Child/Young Person.
- c) Where direct supervision is not possible, a Relevant Person must know the location of each Child/Young Person and ensure that they can respond to individual needs and immediately intervene if necessary.
- d) Any incident of one-to-one unsupervised contact must be immediately reported to the Relevant Organisations management within 24 hours of the incident occurring.

3.5 Parent/Guardian involvement

- a) Relevant Organisations must ensure that a parent/carer is involved in any significant decision, including the signing of any documentation in relation to their Child's involvement in Ice Skating;
- b) Relevant Organisations must not prevent parents/carers from accessing their Child/Young Person when required; and
- c) Relevant Organisations must make parents/carers aware of the standard of behaviour required when watching their Child/Young Person during an Activity. Parents/carers displaying inappropriate conduct may be asked to leave, however may not be denied access for an undetermined amount of time.

3.6 Use of Electronic or Online Communications

- d) A Person in a Position of Authority unless they are also an Approved Person (in respect to the relevant Child/Young Person), Medical Practitioner or Health Professional, must not communicate directly (one to one) with a Child/Young

Person either electronically or online (including phone calls) without the inclusion of a representative from the Relevant Organisation and/or the Child/Young Person's parent or carer. Communication by Medical Practitioners and Health Professionals must only relate to appropriate and required medical care in this context.

- e) When communicating with Children/Young People, a Person in a Position of Authority must ensure content is:
 - i. directly associated with delivering our services, such as advising that a scheduled event is cancelled;
 - ii. concise with personal or social content limited only to convey the message in a polite and friendly manner;
 - iii. devoid of any sexualised language; and
 - iv. not promoting unauthorised social activity or contact.

3.7 Photography or Video of Children/Young People

- a) An Approved Person may photograph or film their Child/Young Person when participating in our sport.
- b) When arranging official photography/videography of Children/Young People involved in our sport, Relevant Organisations must:
 - i. obtain prior written consent from the Child/Young Person's parent or carer. Where appropriate and possible, consent should also be sought from the Child/Young Person. Written approval could include electronic messaging formats such as email or SMS;
 - ii. give due consideration to Children/Young People who are protected by a court order;
 - iii. appoint a photographer/videographer who holds a current WWCC;
 - iv. ensure the photographer/videographer is supervised at all times;
 - v. ensure the context is directly related to participation in our sport;
 - vi. ensure the Child/Young Person is appropriately dressed and posed; and
 - vii. not distribute images or videos (including as an attachment to an email) to anyone outside the Relevant Organisation without parent/carer knowledge and approval.
- c) Relevant Organisations must store images (digital or hard copy) in a manner that prevents unauthorised access by others and must be destroyed or deleted as soon as they are no longer required.
- d) Relevant Organisations must not publish images or footage of a Child/Young Person or identify the Child/Young Person pictured, whether online or in print, without written consent from the Child/Young Person's parent or carer. Where appropriate and possible, consent should also be sought from the Child/Young Person.
- e) Relevant Organisations must ensure any Employee, Volunteer or Contractor (such as an event photographer) comply with the above requirements whilst working at an Activity.

3.8 Physical Contact

- a) Any physical contact with Children/Young People must be necessary and appropriate to the delivery of our sport programs or services and based on the needs of the Child/Young Person (including adjustments based on any additional needs due to impairment or disability) such as assisting with the use of equipment technique assistance or correction, treatment by a health practitioner or administering first aid.
- b) Relevant Persons must not have contact with Children/Young People participating in our programs and services that:
 - i. involves touching of genitals, buttocks, or the breast area other than as part of delivering necessary medical or allied health services to those specific areas of the body;
 - ii. would appear to a reasonable observer to have a sexual connotation;
 - iii. is intended to cause pain or distress to the Child/Young Person (e.g., corporal punishment, forced overstretching);
 - iv. is overly physical (e.g. tickling or other roughhousing), except where this contact is consistent with the rules of the sport and accepted and reasonable behaviour within the Activity when undertaking that Activity;
 - v. is unnecessary (e.g., assisting with toileting when a Child/Young Person does not require assistance); or
 - vi. is initiated against the wishes of the Child/Young Person, except if such contact may be necessary to prevent injury to the Child/Young Person or to others, in which case:
 - (A) physical restraint must be a last resort;
 - (B) the level of force used must be appropriate to the specific circumstances, and aimed solely at restraining the Child/Young Person to prevent harm to themselves or others; and
 - (C) the incident must be reported to management as soon as possible.
- c) Relevant Persons must report to the Relevant Organisation any physical contact initiated by a Child/Young Person that is sexualised and/or inappropriate, for example, acts of physical aggression, as soon as possible, to enable the situation to be managed in the interests of the safety of the Child/Young Person, Relevant Persons, and any other participants.

3.9 Drop off & Pick up of Children/Young People

- a) Relevant Organisations must have an accessible register of parent and carer emergency contact numbers and an operational phone; and
- b) ensure that if a parent or carer is late, they make reasonable attempts to contact them. It is not the responsibility of a Person in a Position of Authority to transport Children/Young People home if their parent or carer is late for pick up.

3.10 Transporting Children/Young People

- c) Children/Young People must only be transported in circumstances that are directly related to the delivery of our sport programs and services.
- d) Other than in an emergency, a Person in a Position of Authority, unless they are an Approved Person, must not transport Children/Young People without prior written approval from their parent or carer.
- e) When transporting Children/Young People, the Person in a Position of Authority must drive responsibly, not be impaired by alcohol or any other mind-altering substances, have an unrestricted drivers' licence and to the extent practicable, not be alone in the car with a Child/Young Person.
- f) Children/Young People must only be transported in a roadworthy vehicle when the manufacturer stated capacity is adhered to and seatbelts and child restraints are fitted as required.

3.11 Changeroom Arrangements

- a) Children/Young People must be supervised in any change room that is in official use by a Relevant Organisation, whilst ensuring their right to privacy.
- b) A Person in a Position of Authority must not:
 - i. shower or change at the same time as supervising groups of Children/Young People;
 - ii. be alone with a Child/Young Person in a change room; or
- c) Relevant Persons must not use any camera or other recording device in a change room.
- d) Persons in a Position of Authority must ensure adequate supervision in public change rooms when they are used, providing the level of supervision required for preventing abuse by members of the public, Adult users, or general misbehaviour, while also respecting a Child/Young Person's privacy.

3.12 Overnight Stays & Sleeping Arrangements

- a) Overnight stays involving Children/Young People must be approved and managed by the Relevant Organisation.
- b) Written parent/carer consent must be obtained prior to the overnight stay. Written approval could include electronic messaging formats such as email or SMS. Where appropriate and possible, consent should also be sought from the Child/Young Person.
- c) Practices and behaviour by Relevant Persons involved during an overnight stay must be consistent with the practices and behaviour expected during delivery of our sport at all other times.
- d) Standards of conduct that must be observed by Relevant Organisations and Relevant Persons involved during an overnight stay include:
 - i. Children/Young People must be provided with privacy when bathing, toileting, and dressing;
 - ii. appropriate dress standards must be observed when Children/Young People are present – such as no exposure to nudity;

- iii. Children/Young People must not be exposed to pornographic material, for example, through movies, television, the internet, or magazines;
- iv. Children/Young People must not be left under the supervision of unauthorised persons such as accommodation staff, or peers;
- v. sleeping arrangements must not compromise the safety of Children/Young People, including:
 - (A) an Adult must not sleep alone in the same room as Children/Young People unless they are the parent or have parental responsibility for those Children/Young People; and
 - (B) Children/Young People must not share a bed with an Adult or another Child/Young Person.
- vi. Children/Young People must have the right to contact their parents, or an Approved Person, if they feel unsafe, uncomfortable, or distressed during the stay.
- vii. Parents/carers must be permitted to contact their Child/Young Person if required.

3.13 Use, possession or supply of alcohol or drugs to Children/Young People

- a) Persons in a Position of Authority must not use, possess or be under the influence of an illicit drug in the presence of a Child/Young Person or Children/Young People;
- b) Persons in a Position of Authority must not use or be under the influence of alcohol while supervising a Child/Young Person or Children/Young People during an Activity;
- c) Persons in a Position of Authority must not be impaired by any other legal drug such as prescription or over-the-counter drugs while in the presence of a Child/Young Person or Children/Young People;
- d) Persons in a Position of Authority must not supply alcohol or drugs (including tobacco) to any Child/Young Person or Children/Young People; or
- e) Persons in a Position of Authority must not supply or administer medicines, except when permitted by law or with the consent of the Child/Young Person's parent or carer and under a valid prescription for that Child/Young Person and at the prescribed dosage.

4. Recruitment, selection, training & management

Ice Skating Queensland takes child protection seriously and ensures that the organisation recruits personnel (both employees, contractors and volunteers), that are suitably qualified and committed to providing professional, safe, and enjoyable programs and services to children and young people.

4.1 Pre-Employment

Ice Skating Queensland shall undertake the following tasks prior to appointing a person:



- a) Child-Related Positions: all positions (paid/unpaid or volunteer) are to be assessed against the following criteria to determine if the role is child-related, and therefore, to be managed in accordance with this Strategy. The position is a Child-related position:
 - i. If the position involves the supervising of Children/Young People; or
 - ii. Involves being alone with Children/Young People; or
 - iii. Engaging with Children/Young People in a way that is not observed or monitored; or
 - iv. Involve direct one-on-one or group contact with Children/Young People via phone, letter, email, online or social media;
 - v. Have access (online or paper based) to a Child/Young Person's personal and/or confidential information?
 - vi. Involve the need for physical contact/touching Children/Young People, including administration of First Aid; or
 - vii. Have a perceived or actual level of authority (including from a Child/Young Person's perspective); or
 - viii. Any other type of contact or interaction with Children/Young People.
- b) The Position Description of any Child-related position is to explicitly include reference to that fact and associated responsibilities entailed and will also include an appropriate selection criterion relevant to the child-related position responsibilities.
- c) The Advertising of all positions identified as Child-related positions shall include the following statement: *Ice Skating Queensland, trading as Iceworld™, is committed to protecting Children/Young People from harm. As such, we require all applicants that will work with Children/Young People to undergo an extensive screening process prior to appointment.*
- d) The recruitment of all paid child-related positions shall include an interview, preferably in-person or on a videoconference. During the interview, questions regarding the applicant's suitability to work with Children/Young People will be included. See Appendix A for interview recommendations and sample questions.
- e) The recruitment of all paid child-related positions shall include at least one reference check. Any positions with high risk interactions (e.g. engagement is not observed/monitored or involves physical touching) with Children/Young People must include at least two references. See Appendix B for reference checks recommendations and sample questions.
- f) *NO BLUE CARD, NO START* law applies to all child-related positions.

4.2 Post-Employment

- a) ISQ Senior Management shall conduct regular compliance checks, at least quarterly, to ensure that all employees and volunteers' Blue Card records are current via the Blue Card Services [Organisation Portal](#).
- b) For all child-related positions, induction training shall involve dedicated training on ISA's Safeguarding Children & Young People Policy and this Strategy with the objective to ensure that the individual understands their responsibilities with respect to child protection, understands what represents acceptable behaviour for interacting with children and is knowledgeable on the required procedures to undertake to safeguard a child in danger.

- c) Annual performance reviews shall be conducted for all child-related positions, which shall explicitly address interactions with children (as relevant to the position).

4.3 Continuous Learning & Management

- a) Persons appointed to a Child-related position should complete the Sport Integrity Australia Child Safeguarding in Sport induction online course within 12 months of their appointment.
- b) ISQ's annual training plan should include at least one training event that addresses Child Safeguarding and all Persons appointed to a Child-related position should complete annual refresher training.
- c) Induction and refresher Child Safeguarding training includes information on:
 - i. This Strategy and the accompanying Safeguarding Children & Young People Policy
 - ii. The legal and regulatory framework for child protection, including the Blue Card system
 - iii. Mandatory reporting to Police of Child Abuse or Neglect
 - iv. Mandatory and requested reporting to Child Safety Services
 - v. How to respond to a child safety incident or concern
 - vi. Complaints handling policies and procedures
- d) Through ISQ's HR platform, electronic records of training attendance and completion certificates should be maintained for all Employees.

5. Reporting Disclosures & Suspicions of Harm

- 5.1 If you believe a child is in immediate danger or a life-threatening situation, call Triple Zero (000).
- 5.2 It is an offence under the [Criminal Code Act 1899](#) section 229BC (1)(a) for any adult not to report sexual offending against a child by another adult to Police.
- 5.3 If you have a reason to suspect a child in Queensland is experiencing harm or is at risk of experiencing harm or being neglected, contact Policelink on 131 444 and provide a confidential report.
- 5.4 Any behaviour that may constitute a criminal offence should be reported to Queensland Police prior to contacting Sport Integrity Australia, Ice Skating Australia or Ice Skating Queensland.
- 5.5 Allegations of Prohibited Conduct under ISA's Safeguarding Children and Young People Policy should be submitted to [Sport Integrity Australia](#) and shall be managed in accordance with [ISA's Complaints, Disputes and Discipline Policy](#). Sport Integrity Australia has jurisdiction to assess and investigate, if required, all matters that are deemed to be in scope under this Policy.

- 5.6 When responding to a suspicion of harm or disclosure, it is recommended that you:
- Remain calm and listen attentively, actively and non-judgementally
 - Avoid expressing shock or disbelief
 - When possible, ensure you are in a private, safe and appropriate place to talk
 - Ensure the person is advised that the disclosure cannot remain a secret and it is necessary to tell someone to get help
 - Reassure the person that they have done the right thing by telling you
 - Do not attempt to investigate or mediate an outcome
 - Support the individual in reporting the disclosure to the relevant authorities.

6. Managing Breaches

6.1 Breaches of Section 3 of this Strategy, the Code of Conduct, constitute Prohibited Conduct under [ISA's Safeguarding Children and Young People Policy](#) and should be submitted to [Sport Integrity Australia](#) to be managed in accordance [with ISA's Complaints, Disputes and Discipline Policy](#).

6.2 Any other breach of this Strategy should be reported to safesport@isq.org.au.

6.3 In the event of any non-compliance, ISQ will instigate a review that may result in a range of measures, including (depending on the severity of the breach):

- a) Remedial education and training;
- b) Counselling;
- c) Increased supervision, restriction of duties, appointment to an alternative role;
- d) Suspension; or,
- e) Termination of employment, contract or engagement.

7. Risk Management Plan for High-Risk Activities

7.1 ISQ has developed a comprehensive Risk Management Policy that was drafted in accordance with the principles and standards of Australian/New Zealand Standard ISO 31000:2018. In that Policy, Child Protection is the first of seven categories used in the risk identification process.

7.2 ISQ conducts risk assessments of its environments, activities, characteristics and needs of its members and customers, and our control measures at least annually to ensure that all child safety risks are identified, and to ensure there are no gaps in our control measures that a person motivated to harm or abuse a child could exploit.

7.3 A rigorous risk assessment for ISQ includes:

- a) Consulting with relevant employees and stakeholders to understand the scope of the activity or event;



- b) Identifying risks of harm or abuse to children as athletes and customers;
- c) Analysing and classifying the risk in terms of both the probability and the impact of the risk event occurring;
- d) Evaluating the risks to make decisions on how to treat or control them;
- e) Implementing the risk treatments and controls; and
- f) Managing the risks by monitoring and reviewing the risk treatments and controls on an ongoing basis.

8. Managing Compliance with the Blue Card System

8.1 ISQ is committed to complying with Queensland's *Working with Children (Risk Management and Screening) Act 2000 (Act)* and has developed this Strategy to meet our legal obligations.

8.2 As an organisation that provides regulated child-related services, the following roles require a valid Blue or exemption card prior to commencing their position with ISQ:

- a. all Council Members;
- b. all Employees;
- c. all Coaches permitted to access any Iceworld venue shall be required to hold a valid Blue Card prior to access and shall be linked. For any coach not a resident of Queensland seeking temporary access, they will be required to show a valid Working with Children Check (WCC).
- d. any individual volunteer that has direct access to any Child/Young Person or access to the personal information of any Child/Young Person, which includes their image.
- e. any individual contractor that has direct access to any Child/Young Person or access to the personal information of any Child/Young Person, which includes their image.

8.3 With the exception of contractors, all positions listed under section 8.2 must be linked to ISQ via the Blue Card Services [Organisation Portal](#).

8.4 Additionally, ISQ shall utilise a compliance system within their HR platform to ensure no employment commences until a valid Blue Card is linked, employees' Blue Card details are maintained including an image of the physical card or approval notice, employees are notified of upcoming expiry dates and employees cannot be rostered without holding valid Blue Card.

8.5 Where a contractor is required to hold a Blue Card, the contractor will be responsible for their compliance with this requirement, which includes maintaining a register of their employees' Blue Card information. ISQ may request documentation evidencing compliance from contractors.



8.6 All employees of ISQ are required to notify Blue Card services when there is a change in their police information. Failing to do so will be considered a breach of [ISA's Safeguarding Children and Young People Policy](#) and may also be an offence under Queensland's Working With Children Act (2000).

8.7 An employee shall be immediately withdrawn from any child-related work within ISQ and may be terminated should that employee:

- Receive a negative notice or disqualification;
- Have their Blue Card or Exemption Card cancelled or suspended; or
- Have their Blue Card application withdrawn.

9. Communication & Support

9.1 ISQ shall ensure that this Strategy is readily available to employees, volunteers, children and parents. This document shall be published on the ISQ website and the organisation's internal server.

9.2 Promotion of this Strategy, and its overarching policies, shall occur at least annually via direct email to all ISQ Members.

10. Supporting Policies

This Strategy is underpinned by the following policies:

- ISA's Safeguarding Children & Young People Policy
- ISA's Member Protection Policy
- ISA's Complaints, Disputes & Discipline Policy
- ISQ's Risk Management Policy



11. Appendix A – Interview Recommendations

- The interview process is a very important step in selecting the right people for your organisation and in identifying any people that may pose a risk of harm to Children/Young People.
- An open-ended style of behavioural-based questioning will give insights into the applicant's values, attitudes and understanding of professional boundaries and accountability.
- All applicants should be informed during the interview that referees will be contacted as part of any final selection process.

Questions that should be asked

- Would you please tell us about your beliefs and values in relation to working with Children/Young People?
- Would you please tell us about your awareness and understanding of Child protection?
- Would you please tell us about your professional experience, competencies, and qualifications in relation to working with Children/Young People?
- What boundaries are important when working with Children/Young People?
- Have you ever had any disciplinary action taken against you in relation to you working with Children/Young People?

Additional questions

- What do you find most rewarding about working with Children/Young People?
- What do you find most challenging about working with Children/Young People?
- How would you handle a Child/Young Person that is behaving in a manner that is disruptive in a group setting?
- How do you think your peers, supervisors and referees would describe the way you work with Children/Young People?
- Are there any Children/Young People whom you would not wish to work with and, if so, why?
- How would you deal with a Child/Young Person who is acting aggressively?
- Have you ever lost your temper working with Children/Young People? What was the trigger for this? What was the outcome?
- How would you respond to a Child/Young Person who disclosed they were being subjected to abuse?
- A parent of a Child/Young Person attending your service wants someone from the organisation to care for their Child/Young Person out of hours. What would be your response to this request?



- What would you do if you thought another staff member or volunteer had harmed or was harming a Child/Young Person?
- What would you do if you thought a Child/Young Person was being abused at home?
- Can you tell us about Children/Young People you have found challenging to work with? What strategies do you use to handle challenging behaviour?
- How would you handle a Child/Young Person that appears sad and refuses to participate in activities?

Red Flags

Take notice of your own thoughts and feelings when interacting with the applicant. Ask for more information if the applicant does not provide sufficient information in their responses.

Red Flags include, but are not limited to:

- unexplained lengthy gaps in employment history;
- strange or inappropriate questions / statements about Children/Young People;
- expresses an interest in spending time alone with Children/Young People or in working with Children/Young People of a particular age or gender;
- excessive interest in Child/Young Person photography;
- being evasive or inconsistent in responding to questions.

12. Appendix B – Reference Check Recommendations

- A minimum of two reference checks should be conducted for the preferred applicant to gather additional information about the applicant's suitability to work in the role.
- The selected referees should be able to provide information relating to the applicant's suitability to work with Children/Young People, and be able to vouch for the applicant's reputation and behaviour.
- Referees should have known the applicant for at least 12 months and should not be related to the applicant.
- The purpose of seeking references is to obtain objective and factual information to support appointment decisions.
- Ask the same questions of each referee.
- When contacting the referee, identify yourself and outline the reason for your call. Describe the position and the competences that you are seeking.

Questions that should be asked

- Are you related to the applicant? (Note, if the person answers 'yes', do not proceed with this reference check and another referee needs to be obtained from the applicant)
- In what capacity have you know the application and for what length of time? (Note, if less than 12 months, another referee should be obtained from the applicant)
- How would you describe the personal character of the applicant?



- Do you have any concerns about the applicant working with or being in contact with Children/Young People?
- How does the person respond to supervision/oversight?
- IN your time working with the applicant, was there anything that led you to believe that this applicant is not suitable to work with or be in contact with Children/Young People?
- To your knowledge, has this person ever been involved with the abuse or neglect of Children/Young People?

Validity of the Referees

- What is the relationship between the referees and the applicant?
- Has the referee known the applicant in a professional capacity and if so, when and for how long?
- Is there referee able to provide relevant information about the applicant's work history and performance?
- Has the referee observed the applicant demonstrating the skills and knowledge required for the position?

Red flags

- A reluctant referee
- A referee who does not know (or appear to know) the applicant well
- Information that the referee will not provide
- Information that differs from the applicant's account
- Evasive or convoluted responses
- Referees that would not re-hire the applicant
- Referees that cannot be contacted
- Referees that were not informed they would be used.

