



STRATEGIC POLICY
MOUNT ISA CITY COUNCIL
Child Safe – Code of Conduct

RESOLUTION NO. OM06/ 08/26 VERSION V1

APPLIES TO STRATEGIC POLICIES ONLY

This is an official copy of the **Child Safe – Code of Conduct**, made in accordance with the provisions of *Local Government Act 2009*, *Local Government Regulation 2012*, *Child Safe Organisations 2024*, *Child Protection Act 1999* and current Council Policies.

Strategic policies are adopted by Mount Isa City Council due to its desire to influence the direction of an issue or assist in the delegated decision making of Mount Isa City Council officers. Strategic policies should follow the jurisdiction provided to Council through its Corporate Plan; the **Child Safe – Statement of Commitment to Aboriginal and Torres Strait Islander Cultural Safety** is approved by the Mount Isa City Council for the operations and procedures of Council.

.....
Tim Rose
Chief Executive Officer

DOCUMENT VERSION CONTROL

Governance/Policies/Strategic Doc ID# 1116784			POLICY TYPE	Strategic (Council)
VERSION	DATE	RESOLUTION NO.	DETAILS	
V1	26.08.2026	OM06/ 08/26	Responsible Officer – Coordinator Governance and Disaster Management	
			REVIEW DUE	08/2028

DISTRIBUTION AND DISSEMINATION

Internal email to all employees	X	Section meetings / Toolbox talks	X
Internal email to all Councillors	X	Included in employee inductions	X
Employee noticeboards		Uploaded to Council website	X
Internal training to be provided		External training to be provided	
Registered in magiQ	X		

1. INTRODUCTION

This Child Safe Code of Conduct is Council's overarching child safe behavioural standard. It applies to all councillors, employees, volunteers, contractors, third party providers, consultants, labour-hire (including events) personnel, students on placement, trainees, apprentices, and any other person engaged by or on behalf of Council who works with, for, or around children and young people in Council services, programs, facilities and/or online environments.

Parents, carers, community groups, hirers, visitors and members of the public are not bound by this worker Code of Conduct but must comply with Council's conditions of entry or use, child safe signage, behaviour expectations, and any lawful direction given by Council staff.

2. PURPOSE

- 2.1 This Child Safe Code of Conduct (this code) should be read alongside Council's Child Safety and Wellbeing Policy, the *Child Protection Act 1999* (Qld), the *Child Safe Organisations Act 2024* (Qld), the *Working with Children (Risk Management and Screening) Act 2000* (Qld), the *Information Privacy Act 2009* (Qld), the *Human Rights Act 2019* (Qld), and the National Principles for Child Safe Organisations. It also supports Council's compliance with Queensland's Child Safe Standards and related child safety reporting requirements include the Reporting Conduct Scheme and sexual reporting criminal law.
- 2.2 This Code also supports Council's approach to responding to allegations, concerns about child safety and wellbeing, complaints, disclosures and reportable conduct involving Council Personnel through its Child Safety Complaints and Reporting Process.
- 2.3 Council delivers and supports a mix of staffed programs, community services, and open public facilities. In some settings, Council provides direct services to children and young people. In other settings, Council provides access to public or shared spaces where parents, carers, user groups, hirers or other responsible adults retain primary supervision responsibilities in line with Council's facility hire, use and access conditions.
- 2.4 All Council Personnel must apply this Code in a way that is practical, child safe, and consistent with the level of control Council has in each setting. Where more specific guidance is required, the relevant Council policy, procedure, guideline, contract condition or local instruction must also be followed.
- 2.5 For the purposes of this Code, Council Personnel includes different categories of people engaged by or on behalf of Council who work with, for, or around children and young people in Council services, programs, facilities or online environments. These categories include:
 - **Councillors**, who are also subject to the relevant local government conduct obligations and any council-specific governance requirements
 - **Employees**, who are also subject to Council employment policies, child safe recruitment, supervision, complaints and disciplinary procedures
 - **Volunteers**, who are also subject to volunteer induction, supervision and conduct requirements
 - **Contractors, consultants and labour-hire personnel (including events)**, who are also subject to contractual child safe requirements, screening requirements where applicable, site access conditions, and relevant contractor or visitor management procedures
 - **Students on placement, trainees and apprentices**, who are also subject to placement agreements, supervision arrangements and any relevant education provider requirements

- **Any other person engaged by or on behalf of Council**, who must comply with this Code and any other relevant Council policy, procedure, agreement or lawful direction applying to their role.

Where a person is subject to more than one policy, procedure, contract, agreement or code, those requirements apply together.

2.6 The values, ethics and standards within this Code are intended to guide behaviour and decision-making across all Council child-related contexts. This document should be read as an overarching conduct document, with more specific requirements set out in supporting policies, procedures, forms, guidance materials and local operating instructions.

3. COMMENCEMENT

This policy will commence on and from 26 August 2026. It replaces all other policies or arrangements governing Child Safe – Code of Conduct (whether written or not).

3. GUIDING PRINCIPLES

Council's commitment to Safe Environments for children and young people:

- Children and young people have rights to safety, participation, information and respect. We uphold the National Principles for Child Safe Organisations.
- We create welcoming environments that are inclusive, accessible and responsive to the diverse needs of children and young people, including Aboriginal and Torres Strait Islander children, children with disability, children from cultural and linguistically diverse backgrounds, and children who may be at increased risk of exclusion or harm.
- We listen to children and take their concerns seriously, including in decisions that affect them.
- We identify and manage risks to children and young people and respond to concerns promptly and lawfully.
- We support families, carers, community groups and facility users to understand Council's child safe expectations, including through accessible information, signage, conditions of entry/use, and clear pathways for raising concerns.

4. WORK SCREENING (BLUE CARD) AND SUITABILITY

Anyone engaged in regulated child-related work must comply with applicable Blue Card or exemption card requirements and with Council's Child Safe Recruitment, Screening and Induction Procedure and any other relevant screening, recruitment and suitability requirements.

Refer to Council's Child Safe Supervision and Duty of Care Policy and Council's Child Safety and Wellbeing Policy Section 10: People working with children.

5. STANDARDS OF BEHAVIOUR (DO)

All Council employees must:

- act in accordance with Council child safety and wellbeing policies and procedures at all times
- treat all children, young people and families with dignity, respect, sensitivity and equity
- create culturally safe environments and promote the cultural rights and connections of Aboriginal and Torres Strait Islander children
- actively challenge racism, exclusion, stereotyping and discriminatory behaviour, and support culturally safe participation for Aboriginal and Torres Strait Islander children and young people

- identify, record and mitigate risks to children, including online risks, in line with Council's Child Safety Risk Framework and related risk management processes
- respond to concerns, complaints, disclosures and safety risks promptly in line with Council's Child Safety Complaints and Reporting Process, and keep accurate records
- manage children's personal information consistently with privacy and information-sharing laws and Council's Privacy, Records and Information Handling Policy or Procedure
- complete induction and refresher training and re-acknowledge this Code as required by Council.

6. POSITIVE AND CHILD-SAFE BEHAVIOURS

All Council employees must:

- model positive behaviours and maintain clear, professional boundaries
- communicate with children in ways they can understand, and encourage participation and feedback
- listen to children and young people, take their views and concerns seriously, and respond in ways that are respectful, age-appropriate and understandable
- encourage children and young people to participate in decision-making processes where appropriate
- give constructive feedback to children and young people
- ensure children and young people are aware of their rights, including their rights to respect, fairness and safety.

7. SAFE AND PROTECTIVE WORK PRACTICES

7.1 Council Personnel must adopt safe and protective work practices and remain alert to situations, environments or behaviours that may place children, young people or workers at risk, or may be perceived as unsafe, inappropriate or inconsistent with professional boundaries.

7.2 This includes:

- working, where practicable, in open, observable or otherwise accountable environments when engaging with children and young people
- maintaining appropriate presentation, conduct and professional boundaries at all times
- following Council policies, procedures and local instructions for consent, supervision, personal care, transport, photography, online communication and other child-related activities
- responding calmly, respectfully and non-judgmentally so children and young people feel safe to raise concerns
- helping children and young people to understand, in age-appropriate language, how to seek help, raise a concern or make a complaint.
- use approved devices and platforms for any contact with children; keep communications work-related and transparent.
- apply procedures for cyberbullying, image-based abuse and exposure to illegal/restricted content, including escalation to the relevant Commissioner where applicable
- in mixed-age spaces, enforce rules prohibiting adults from displaying inappropriate content to children and young people.

8. UNACCEPTABLE BEHAVIOURS (DO NOT)

All Council employees must not:

- initiate, encourage or engage in special, secret, exploitative, coercive, manipulative or otherwise inappropriate relationships with a child or young person
- show favouritism, provide gifts, or give individual attention to a child or young person in a way that is inconsistent with professional boundaries or may be perceived as grooming or inappropriate
- take children or young people to your home, their home, or on outings, trips or activities that do not fall within authorised Council duties
- engage in unlawful, unsafe, abusive, neglectful or harmful behaviour towards a child or young person, including grooming, sexual misconduct, physical violence, emotional abuse, humiliating or threatening behaviour
- initiate or develop any sexual, intimate or otherwise inappropriate physical or emotional relationship with a child or young person
- initiate unnecessary physical contact or invade personal space without a justifiable care, safety or work-related reason
- use shaming, degrading, belittling, intimidating, aggressive or frightening behaviour towards a child or young person
- use discriminatory, racist, sexist, ableist, homophobic, transphobic or otherwise denigrating language or behaviour towards a child or young person
- discuss adult sexual topics with children, or show sexualised, explicit, exploitative or otherwise inappropriate content, including online content, memes, GIFs, images or messages
- make inappropriate self-disclosures to children or young people about adult, illegal, unsafe or highly personal matters
- condone, excuse, minimise or participate in illegal, unsafe or inappropriate behaviour involving children or young people
- ignore, dismiss or trivialise a child or young person's concerns, disclosures or attempts to raise a complaint
- retaliate against, victimise or disadvantage any person for raising a child safety concern or complaint.

9. LANGUAGE EXPECTATIONS

- 9.1 Council Personnel must use respectful, age-appropriate, inclusive and professional language when communicating with or around children and young people.
- 9.2 Council Personnel must not use language or tone that is abusive, intimidating, humiliating, degrading, discriminatory, sexualised, sarcastic or otherwise inappropriate, including in person, online, in written communications, or in direct messages.

Examples of acceptable language and communication include:

- speaking calmly, clearly and respectfully
- using encouraging, supportive and age-appropriate language
- giving instructions, redirection or feedback in a fair and non-humiliating way

- listening without mocking, dismissing or talking over a child or young person
- explaining boundaries, expectations, complaints pathways and safety information in ways children and young people can understand.
- Examples of unacceptable language and communication include:
 - swearing at, insulting, mocking or ridiculing a child or young person
 - using slurs, discriminatory language or demeaning comments
 - making sexual jokes, sexualised comments or inappropriate innuendo
 - using threatening, aggressive, belittling or intimidating language or tone
- communicating with a child or young person in a way that is manipulative, coercive, overly familiar or otherwise inconsistent with professional boundaries.

10. PHYSICAL CONTACT

- 10.1 Physical contact with a child or young person must only occur where it is necessary for safety, care, support, guidance, instruction or another legitimate work-related reason, and must always be appropriate to the child's age, needs and circumstances, respectful of their dignity, explained where possible, and consistent with Council policy and procedure.
- 10.2 Physical contact must never be used in a way that is punitive, coercive, intimidating, sexualised, unnecessary or inconsistent with professional boundaries.
- 10.3 Examples of prohibited physical contact include hitting, slapping, pushing, grabbing, shaking, kissing, sexualised touching, uninvited or unnecessary hugging, massage, or any other unwarranted or intrusive physical contact.

11. ONE ON ONE SITUATIONS AND COMMUNICATIONS

- 11.1 Unnecessary one-on-one situations with a child or young person must be avoided.
- 11.2 Where one-on-one engagement is required as part of Council duties, Council Personnel must maintain visibility, accountability, professional boundaries, and compliance with relevant Council policy and procedure.
- 11.3 Council Personnel must use only approved Council communication channels, platforms, systems and devices when communicating with children and young people for work-related purposes.
- 11.4 Council Personnel must not use personal accounts, private messaging, non-approved channels or personal contact details to communicate with children or young people for work-related purposes, except where expressly authorised under Council's Online Safety and Acceptable Use Procedure or other relevant Council policy or procedure.

12. SUPERVISION OF CHILDREN

- 12.1 Where Council is delivering, coordinating or directly overseeing a program or activity for children, Council Personnel must provide active, appropriate and risk-based supervision in accordance with Council policy and procedure.
- 12.2 In open-access, public or mixed-use environments, Council Personnel must not assume that Council has sole supervision of every child or young person. In these settings, Council Personnel must act within their role to support child safety, including by following Council requirements for signage, visibility, environmental controls, escalation, responding to concerning behaviour, and clarifying where parent, carer, hirer, school, organiser, provider or

group leader supervision responsibilities apply. Refer to Council Child Safe Duty of Care and Supervision Policy and Procedure.

13. BEHAVIOUR GUIDANCE

Council Personnel must:

- Use respectful, age-appropriate, proportionate and non-humiliating approaches when guiding, redirecting or responding to the behaviour of children and young people.
- Behaviour guidance must protect the child's dignity, support safety and wellbeing, and be consistent with Council policy and procedure.
- Council Personnel must not use physical punishment, verbal abuse, intimidation, shaming, degrading language, humiliation, aggressive behaviour, or any response that is threatening, coercive or likely to cause fear or harm.
- Where behaviour raises safety concerns, Council Personnel must respond calmly, act within their role, and follow relevant Council policy and procedure, including seeking support or escalating the matter where required.

14. CHANGE ROOMS AND TOILETS

- 14.1 Council Personnel must only enter toilets, change rooms or other personal care areas where it is necessary, lawful, authorised and consistent with Council policy and procedure.
- 14.2 Any support, supervision or assistance provided to a child or young person in these settings must be respectful, age-appropriate, proportionate to the circumstances, and carried out in a way that protects privacy, dignity, safety, professional boundaries and accountability.
- 14.3 Council Personnel must not use these settings in a way that is unnecessary, intrusive, avoidable, or inconsistent with the child or young person's rights, safety and wellbeing.
- 14.4 Where possible, same-gender practice should be used, unless doing so is not possible or is inconsistent with the child's safety, dignity or rights.

15. TRANSPORTING CHILDREN

- 15.1 Council Personnel must not transport a child or young person unless it is authorised, appropriately consented, risk assessed and carried out in accordance with all policies and procedures.
- 15.2 Where transport is approved as part of Council duties, Council Personnel must maintain appropriate safety, professional boundaries, supervision and accountability at all times. All approved transport must be conducted with written consent of the legal guardian/parent for each individual being transported. Council reserve the right to refuse transport should it not be safe for the child (and/or driver).
- 15.3 Approved transport (with written consent) must be conducted in adherence to all Council Policies and Procedures including the Child Safe Supervision and Duty of Care Policy and this Code. Under no circumstances should a worker transport a child if they are on a learner's or provisional license (all screening measures also apply to all driver's).

16. VISTOR AND THIRD-PARTY MANAGEMENT

- 16.1 Council Personnel must support and uphold Council's child safe expectations in relation to visitors, contractors, hirers, trainers, service providers and other third parties who access Council facilities, services or child-related activities.
- 16.2 All visitors, contractors, trainers and other third parties must comply with applicable Council child safe expectations and any relevant access, sign-in, screening, supervision, conduct or site requirements.
- 16.3 Where relevant to the role or activity, Council Personnel must follow Council's Visitor, Contractor and Third-Party Management Procedure and any related local instructions for verifying required authorisations, screening or access conditions before permitting unsupervised or role-specific access to children or child-related environments.
- 16.4 Council Personnel must not ignore unsafe, abusive, grooming, sexualised, threatening, discriminatory or otherwise concerning behaviour by contractors, hirers, visitors, community members or other facility users where children may be affected. Council Personnel must act within their role, respond in accordance with Council policy and procedure, and escalate concerns where required.

17. PHOTOGRAPHY, MEDIA AND IMAGES

- 17.1 Council Personnel must not photograph, film, record, publish or otherwise use images or recordings of children and young people except for legitimate Council purposes.
- 17.2 Where photography, filming or recording is authorised for a legitimate Council purpose, Council Personnel must ensure that required consents, permissions and restrictions are identified, recorded and respected.
- 17.3 Children and young people in statutory care, or those subject to privacy, safety, court, care, family violence or other protective restrictions, must not be identified, photographed, filmed or published except in accordance with lawful authority and Council Media Policy and procedure.
- 17.4 All use, storage, access, sharing and publication of images or recordings must comply with all Council policies or procedures and any other relevant child safety requirements.

18. RESPONDING AND REPORTING TO COMPLAINTS, DISCLOSURES, SAFETY RISKS AND BREACHES

Council Personnel must respond and report promptly, appropriately and in accordance with Council policy and procedure to complaints, disclosures, safety risks, behaviours of concern and breaches relating to child safety.

18.1 Responding to complaints from children and young people

- 18.1.1 When a child or young person raises a concern, complaint or disclosure, Council Personnel must listen respectfully, take the matter seriously, respond in a calm and child-safe way, and follow Council's Child Safety Complaints and Reporting Process.
- 18.1.2 Complaints and disclosures from children and young people must be received and responded to in ways that are culturally safe, accessible and appropriate to the child's age, communication needs and circumstances.
- 18.1.3 Council Personnel must not dismiss, minimise, discourage or ignore a child or young person who is trying to raise a concern, make a complaint or disclose something that affects their safety or wellbeing. Refer to Child Safe Complaints Policy and as applicable Child Safe Reporting Policy and Procedure.

18.2 Mandatory notifications and external reporting

18.2.1 Where a concern, suspicion, disclosure or incident gives rise to a mandatory reporting obligation, reportable conduct, or other external reporting obligation, Council Personnel must act promptly and in accordance with applicable law, Council policy and procedure, and any role-specific obligations.

18.2.2 If a child is in immediate danger, call 000. If criminal conduct is suspected, report to Queensland Police.

18.2.3 Council Personnel must not delay action because they are uncertain whether a threshold has been met. They must seek guidance and escalate the matter through Council's Child Safety Complaints and Reporting Process or other applicable reporting pathway without delay. Refer to Child Safe Reporting Policy and Procedure.

18.3 Reporting behaviours of concern

18.3.1 Council Personnel must report behaviours of concern involving workers, volunteers, contractors, hirers, visitors, community members or other relevant persons where the behaviour may affect the safety, wellbeing, dignity or rights of a child or young person.

18.3.2 Behaviours of concern may include grooming behaviours, boundary breaches, inappropriate language or conduct, unsafe supervision, unsafe online behaviour, discriminatory conduct, breaches of this Code, unsafe environments, or other conduct that may require internal action, external reporting, assessment under reportable conduct requirements, or further response under Council policy and procedure. Refer to Child Safe Reporting Policy and Procedure.

18.4 Complaints, disclosures, safety risks and breaches

18.4.1 Detailed processes for investigation, complaint handling, misconduct management and disciplinary action are addressed in relevant Council policies and procedures including Child Safety Complaints and Child Safe Reporting Policy and Procedure, including concerns related to reportable conduct.

18.4.2 All concerns under this section must be recorded, reported, responded and escalated as outlined in this in accordance with the relevant policies.

18.5 Failure to report and related breaches

18.5.1 Failing to report, delaying a report, discouraging a report, interfering with a report, or otherwise not acting in accordance with Council's child safety reporting requirements may constitute a breach of this Code and may result in disciplinary, contractual, governance or other action appropriate to the person's role and the circumstances.

18.5.2 Detailed processes for investigation, complaint handling, misconduct management and disciplinary action are addressed in relevant Council policies and procedures. Refer to Child Safety Complaints and Child Safe Reporting Policy and Procedure

19. TECHNOLOGY AND ONLINE SAFETY

19.1 Council Personnel must use technology, devices, platforms and online environments in ways that support child safety, professional boundaries, transparency and accountability.

19.2 Council Personnel must use only approved Council devices, systems, platforms and communication channels when engaging with children and young people for work-related purposes, except where otherwise authorised under Council policy and procedure.

- 19.3 Council Personnel must not use technology or online communication in a way that is secretive, exploitative, inappropriate, inconsistent with professional boundaries, or likely to expose children and young people to harm.
- 19.4 Council Personnel must follow any other relevant legislated and Council policy and procedure in relation to cyberbullying, image-based abuse, inappropriate or illegal content, digital communications, recordkeeping, privacy and escalation requirements.
- 19.5 In mixed-age, public or shared environments, Council Personnel must act within their role to respond to concerning behaviour or unsafe situations that expose children and young people to inappropriate, exploitative, pornographic or illegal online or device-based content.

20. PRIVACY AND INFORMATION HANDLING

- 19.1 Council Personnel must handle children's personal, sensitive and child safety information lawfully, respectfully and in accordance with the Information Privacy Act 2009 (Qld), Council's Privacy, Records and Information Handling Policy or Procedure, and any other applicable legal requirements.
- 19.2 Information relating to children and young people must only be collected, accessed, used, shared, stored and disposed of for authorised purposes, and only by those with a legitimate need to know.
- 19.3 Council Personnel must not access, disclose, discuss or share information about a child or young person inappropriately, including in public settings, with unauthorised persons, or through non-approved systems or devices.

21. VARIATIONS

Council reserves the right to vary, replace or terminate this policy from time to time.

22. BREACH OF CODE

Where Council reasonably believes an employee has breached this policy, the matter will be dealt with under the Performance and Misconduct Policy.

23. COMMUNICATION AND DISTRIBUTION

Council will make available to the public, the Child Safe Code of Conduct on our website at www.mountisa.qld.gov.au.

Supervisors will ensure the Code is distributed as per the Distribution and Dissemination table on this policy.

ASSOCIATED LEGISLATION AND POLICIES

- *Local Government Act 2009*
- *Local Government Regulations 2012*
- *Human Rights Act 2019*
- *Child Safe Organisations Act 2024*
- National Agreement on Closing the Gap
- National Principles for Child Safe Organisations
- Employee Code of Conduct
- Councillor Code of Conduct
- Anti-Bullying, Sexual Harassment and Discrimination Policy



STRATEGIC POLICY
MOUNT ISA CITY COUNCIL
Child Safe – Code of Conduct

RESOLUTION NO. **OM06/ 08/26** VERSION **V1**

- Information Privacy Policy
- Performance and Misconduct Policy
- Child Safety and Wellbeing Policy
- Child Safe Complaints and Reporting Procedure
- Child Safety Risk Framework
- Supervision and Duty of Care Child Safe Policy
- Child Safe and Wellbeing Statement of Commitment