Child Safety and Code of Conduct Policy

(Template for Queensland Driving Schools)

Version: 1.0
Effective Date:1st April 2026
Prepared by: Flying W Driving School
Review Date: 1st April 2027

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1. Purpose

This policy outlines Flying W Driving School's commitment to providing a safe, respectful, and inclusive environment for all learners, particularly **children and young people under 18 years of age**.
Our goal is to ensure all instructors, staff, and contractors uphold the highest standards of professionalism, integrity, and child safety during all driving instruction and related activities.

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2. Scope

This policy applies to all instructors, contractors, employees, and volunteers engaged by Flying W Driving School who interact with learners, parents/guardians, or members of the public as part of their professional role.

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3. Commitment to Child Safety

Flying W Driving School is committed to:

- Promoting the safety and wellbeing of all learners.
- Ensuring children and young people feel safe, supported, and respected.
- Preventing abuse and harm through proactive policies, training, and awareness.
- Responding promptly and appropriately to any child safety concerns.

All instructors and staff must hold a **current Blue Card** (Working with Children Check) and comply with Queensland's child protection laws and the Transport and Main Roads (TMR) accreditation requirements.

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4. Code of Conduct

All staff and instructors agree to:

Respect and Professionalism

- Treat all learners with dignity, respect, and courtesy.
- Communicate clearly, calmly, and appropriately at all times.
- Avoid any behaviour that could be perceived as bullying, harassment, or intimidation.

Boundaries and Behaviour

- Maintain appropriate professional boundaries — no unnecessary physical contact or personal relationships with learners.
- Avoid one-on-one situations that may create risk (e.g., where practical, meet in open or visible environments).
- Use professional language and avoid jokes or comments that may offend or distress.

Record Keeping, Confidentiality and Privacy

- Keep accurate, factual records of lessons, incidents, concerns, or disclosures related to learner safety or wellbeing.
- Store all records (digital or hard copy) securely so that only authorised persons can access them.
- Retain records for an appropriate period in line with legal, regulatory, or insurance requirements.
- Do not share learner information with third parties unless required by law, necessary for safety, or with appropriate consent from the learner and/or parent/guardian.
- Ensure any electronic systems used (e.g. booking platforms, CRMs, emails) are password protected and used in a way that safeguards personal information.
- Protect the privacy of learners and families — do not disclose personal or identifying information without consent, except where required by law.

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Digital Communication

- Use only approved business communication channels for contact with learners or parents (e.g., official phone, email, or scheduling app).
- Do not connect with learners via personal social media accounts.

Reporting

- Report any concerns, suspicions, or disclosures of harm immediately to the relevant authority and school management.
- Cooperate fully with investigations or audits related to child safety.

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5. Responding to Concerns or Incidents

If an instructor or staff member suspects that a learner under 18 is at risk of harm or abuse, they must:

1. **Ensure the learner is safe** (remove them from immediate danger if necessary).
2. **Report the concern immediately** to the Child Safety Officer (or business owner/manager).
3. Where appropriate, report directly to:
    - **Queensland Police Service:** 000 (emergency) or 131 444 (non-urgent)
    - **Department of Child Safety, Seniors and Disability Services:** 1800 177 135
4. Document the concern and any action taken.

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6. Training and Awareness

All instructors and staff will receive annual training or a briefing on:

- Child protection responsibilities and indicators of harm.
- Communication and behavioural standards.
- The contents and updates of this policy.

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7. Review

This policy will be reviewed annually or following any legislative or regulatory changes to ensure it remains current and compliant.

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8. Acknowledgement

All instructors and staff are required to sign an acknowledgement form confirming they have read, understood, and agree to abide by this policy.

Name: _____
Signature: _____
Date: _____
