



QYO Child Protection Risk Management Strategy

This Strategy consists of a set of policies and practices designed to protect all young people at QYO but particularly to protect children aged under 18 years of age from harm in relation to QYO activities. Many of these policies and practices are broad in their application, in recognition that striving for best practice in all aspects of QYO's operations will deliver the best outcomes for young people.

"Staff" refers to all QYO staff, paid and unpaid, including but not limited to office staff, conductors, tutors, ensemble volunteers and other volunteers.

"Parents" also refers to child guardians.

"Orchestra" refers to all of QYO's orchestras and ensembles.

"Members" refers to orchestra members.

"Orchestras" refers to all QYO orchestras and ensembles.

"Commission" and "CCYPCG" refers to the Commission for Children and Young People and Child Guardian

1. Statement of Commitment

QYO is committed to the safety and wellbeing of all of its members with a special commitment to members aged under 18 in recognition of the moral and legal responsibility it has for young people involved in its programs.

2. QYO Code of Conduct for Interacting with Children and Young People

This Code of Conduct is expected of all staff who work for QYO.

QYO, on behalf of the young people in its care, requires staff to:

1. Accept and follow the rules and policies of QYO.
2. Treat youth members with respect and accept *duty of care* for the welfare, safety and health of young people.
3. Respect everyone's right to personal privacy at all times and take special care in relation to sleeping, changing clothing, bathing and use of toilets and bathrooms.
4. Accept that adults at QYO avoid, wherever possible, unaccompanied or unobserved activities with individual youth members. Remember "in sight – out of hearing" as a guiding principle.
5. Act with courtesy, respect, consideration and good judgement in all interpersonal relationships at QYO activities.
6. Not use their position at QYO to promote their own beliefs, behaviours or practices where these are potentially incompatible with those of QYO.
7. Adhere to QYO's policies in regard to drugs, smoking and alcohol, and ensure that the *duty of care* to members is met in these areas.
8. Understand that bullying, physical or verbal abuse, neglect or any other type of abuse is unacceptable conduct by any QYO member or staff member.
9. Report any conduct, seen or heard, that does not comply with this code of conduct firstly to your Orchestra's Administrator if available. They can take practical action and be an additional witness. Orchestra volunteers and office staff can provide an 'Incident Report Form' for completion and return to the General Manager in the QYO Office for action.

3. Recruitment, Training and Management Procedures for Staff

1. QYO maintains an alphabetical (by surname) Blue Card Register including official notifications and photocopies of blue cards held by QYO employees and volunteers.
2. All QYO staff must comply with Blue Card requirements and rulings as outlined by the Commission for Children and Young People and Child Guardian (CCYPCG) and regularly updated by the Commission.
3. QYO volunteers are usually parents of current members or parents of past members. However all adult volunteers working with QYO are required to hold a current "Working with Children" Blue Card. An exception to the blue card requirement is permissible for QYO parent

volunteers attending music camps and first term rehearsals due to the time restrictions associated with applying for blue cards for activities scheduled early in the year.

4. When a volunteer already holds a current Blue Card not obtained through QYO, QYO must complete and submit an "Authorisation to Confirm a Valid Card / Application" form. The volunteer must provide QYO with the relevant information for this form.
5. When interviewing and recruiting new staff, QYO staff must carefully consider the applicant's previous experience in child-related environments, ask pertinent questions and check references before appointing a new staff member.
6. QYO office staff will ensure that QYO's risk management strategy is readily available to all QYO staff with a requirement that they read and understand it.

4. Reporting Guidelines and Directions for Handling Disclosures and Suspicions of Harm

1. All QYO staff report directly to the QYO General Manager in terms of any disclosures or suspicions of harm to a QYO member or a young person involved in a QYO activity.
2. If the incident is considered serious, the staff member is encouraged to firstly, act to ensure the young person's safety and wellbeing and secondly, record in writing details of the incident at the earliest opportunity.
3. The staff member must notify the QYO General Manager at the earliest opportunity following the incident and deliver the written details.
4. If the staff member is dissatisfied with the QYO General Manager's response, the staff member is encouraged to contact the QYO President.

5. Managing Breaches of this Risk Management Strategy

1. If a staff member or other person breaches this risk management strategy, the person who identifies the breach must report it to the General Manager at the earliest opportunity.
2. The General Manager will maintain a record of all breaches in a dedicated file on their PC that is regularly backed up and will report on serious breaches at the next Executive Committee meeting, or if appropriate, report it at the earliest opportunity to the QYO President.

6. Compliance with Blue Card Legislation

1. QYO will ensure it complies with Blue Card legislation by responding positively and in a timely manner to official notifications from the Commission.
2. QYO will communicate relevant changes in Blue Card legislation to QYO staff in a timely manner.
3. QYO Administrators must ensure that QYO tutors have current Blue Cards by firstly, asking them when they ring up to book them, secondly, sighting their cards on the day of the tutorial and thirdly, recording the card name and expiry date on the tutorial role sheet.
4. As stated in 3.1 and repeated here, QYO maintains an alphabetical (by surname) Blue Card Register including official notifications and photocopies of blue cards held by QYO employees and volunteers plus date of birth.

7. Risk Management Plans for High Risk Activities and Special Events

1. Where QYO undertakes activities that are considered high risk (eg. tours), QYO office staff will work with volunteers to develop a specific, documented, risk management plan for those activities.
2. For tours, a specific tour code of conduct for participants must be included in the tour handbook to show members what is expected of them in terms of behaviour. Emergency contact phone numbers must also be included with tour information for participants.
3. QYO office staff will ensure an allocation of approximately one adult per 10 members aged under 18 and approximately one adult per 11 to 20 members aged 18 or over for camps and tours. This ratio will be increased if there is a significant proportion of members with higher support needs.

8. Strategies for Communication and Support

1. All key QYO staff will be given the latest version, either in electronic (eg. PDF) or hard copy versions, of QYO's Risk Management Strategy in the first school term of each calendar year and important updates will be advised as they occur.
2. All QYO staff will have access to QYO's Risk management Strategy from the QYO website and hard copies can be produced by downloading and printing at any time from the QYO Office.
3. QYO staff are required to share risk management information with volunteers who are involved on a less regular basis (eg. camps and tours) as required.

9. Sunsmart Policy

QYO is based in Brisbane, a city that has one of the highest rates of skin cancer per capita in the world. QYO recognises that skin cancer is a preventable disease and actively promotes, encourages and supports skin protection at all events with which it is associated.

While the majority of QYO activities take place indoors, certain activities such as music camps, tours, day trips and break-up functions may involve an outdoor environment.

Wherever possible, QYO will:

- A. Schedule outdoor activities and events to avoid the peak, ultraviolet period from 10.00am to 3.00pm.
- B. Actively encourage employees, members and participants to wear sun protective clothing if they are involved in outdoor activities. This includes:
 - i. shirts or tops which have longer sleeves and a collar
 - ii. longer legged shorts where appropriate
 - iii. wide brimmed or legionnaire hats where practical
 - iv. sunglasses to protect the eyes.
- C. Provide adequate shade, or the option to access shaded areas for outdoor activities.
- D. Actively encourage employees, members and participants involved in outdoor activities to routinely wear a suitable hat, use broad spectrum, water resistant, 30+ sunscreen (applied at least 15 minutes before entering swimming) and stress the importance of regular re-application. Provide and/or sell sunscreen for outdoor events where relevant.
- E. Provide easy access to drinkable water and encourage members to bring their own water bottles.

10. Fire and Emergency Evacuation

Fire evacuation procedures differ for each venue used by QYO. QYO staff and volunteers are required to study and understand the fire evacuation procedures for each venue used. They must explain these in simple terms to the orchestra members within the first month of rehearsals commencing at the start of term one of each year (at the Old Museum Building) or as required by the operating procedures of each venue.

1. QYO venue staff will provide fire evacuation training to orchestra volunteers and run a fire evacuation drill for each orchestra annually. This will normally occur in Term 1. For the Old Museum Concert Hall, the fire exits for orchestra members are the doors down the steps from the stage on either side with the green exit signs above them, the main doors leading onto the concert hall stage and the doors in the concert hall foyer. In the Old Museum's Studios 1, 2 and 3, these are the exit doors (green exit signs above doors) leading onto the verandah. Members in Studio 1 may exit directly through the doors leading out to the Exhibition Hall main entrance.
2. The Evacuation Maps on the walls of each room will show the alternate evacuation route options.
3. If a fire starts or a fire alarm sounds at the Old Museum, office, artistic and volunteer staff must immediately organise evacuation of orchestra members and others associated with QYO to the designated Assembly Points. This requires the conductor or tutor, and volunteer staff to ask the musicians to prepare to evacuate; move large instruments and cases out of the way and clear exit paths. Once directions of the safest exit route are given and any other relevant instructions to the volunteers, the musicians will be asked to calmly but swiftly evacuate the building to the nominated external Assembly Area. Toilets must be checked as the evacuation proceeds. On arrival at the

Assembly Area, the attendance role must be checked against those present. One trained office staff member or volunteer acts as Chief Fire Warden and waits near the Exhibition Hall Foyer Fire Indicator Panel if it is safe to do so. They receive and report any relevant information during the evacuation, including missing person reports, and then report all current details to the Fire Brigade when they arrive.

4. There are 2 External Assembly Areas for the Old Museum Building. They are both located adjacent to Gregory Terrace. The main one is in the corner of the grounds near the Bowen Bridge Road intersection near the traffic lights. The other is in the corner of the grounds where the fence on Gregory Terrace meets the wall of the Royal International Convention Centre.

11. Transportation Issues

1. The transportation methods chosen by members to and from regular activities at the Old Museum are not the concern of QYO staff in general. However, if QYO staff are concerned that parents may not be aware of certain risks, eg. a young musician walking through Fortitude Valley late at night to catch public transport, staff are encouraged to notify the musician's parents about the perceived risk.
2. If a situation arises where a QYO member or participant aged under 18 seeks alternate transport arrangements through a QYO staff member different to those understood by the member/participant's parent(s), QYO must first gain permission from the member's/participant's parent(s) before allowing such arrangements. Wherever possible, this permission should be in writing.
3. In the case of bus or plane travel, QYO will ensure the engagement of a reputable airline or bus company and will ensure that buses are fitted with seatbelts. QYO will ensure that parents grant signed permission for their children aged under 18 to travel on a bus or plane prior to undertaking the journey.
4. QYO staff may not provide transport (eg. in their car) for a child aged under 18 (except their own child) without first obtaining the permission – preferably written - of the child's parent. An exception to this is described in paragraph 13.5 below.

12. Small Group Activities

1. Small group activities typically involve tutorials and sometimes a tutor may be assigned to just one or two students. Under these circumstances, the tutorial room door must be left open at all times, with the tutor positioning themselves so as to give the student clear passage to and through the door. The orchestra administrator or a delegated staff member must check the activity approximately once every 30 minutes. For tutorials involving just one or two students, a parent of one of the students may sit in the room if this is organised in advance.
2. QYO staff are required to avoid any situation where they are alone with any member except for unavoidable situations such as tutorials or when a member is the last one waiting for their parents to collect them. In the latter case, it is preferable for the staff member to wait in an open area such as a car park or footpath if it is safe to do so.
3. If a member or teacher arranges to have a private music lesson involving a member aged under 18 at the Old Museum or another venue being used by QYO, QYO must first obtain permission from the member's parents before allowing the lesson to take place. Wherever possible, this permission should be in writing.

13. Pick Up / Drop Off / Restricted Areas

1. QYO members aged under 18 are not considered in the care of QYO staff until they arrive inside the Old Museum (or alternate venue) in their designated room for their scheduled rehearsal, tutorial or concert. Parents of members are responsible for the members' safe arrival up to that time.
2. QYO members aged under 18 are not considered in the care of QYO staff after they leave the Old Museum building (or alternate venue) following their scheduled QYO activity. Parents of members are responsible for the members' welfare from this time. QYO staff are encouraged to regularly remind parents to collect their children immediately (eg. within 20 minutes) after QYO activities.
3. QYO members will be considered to be in the care of QYO staff from no more than 30 minutes prior to the official commencement time of a QYO activity. Prior to this time, QYO cannot take responsibility for the members' welfare.

4. For night-time activities, QYO staff must ensure that members aged under 18 are not left waiting alone for transport in dimly lit areas or areas otherwise considered unsafe. For day-time activities, QYO staff must similarly ensure that members aged under 18 are not left waiting alone for transport in deserted areas or areas otherwise considered unsafe.
5. In the event that a member is not collected by their parents after a QYO activity after a reasonable period of waiting and the parents cannot be contacted, QYO staff may be required to take the child to the staff member's house while continuing to try to contact the parents. The staff member should ensure, where possible, that there are other people at their house and it is preferable that there is a third person in the vehicle during transportation. QYO staff must never send members home in a taxi although parents of members may choose this option and organise it themselves after communicating the arrangement with QYO staff, including confirmation via email and/or sms message.
6. QYO will ensure that when QYO activities take place at the old Museum, external venue hirers are either not present, or if they are present, that they and their activities do not pose a significant risk to the welfare of QYO members.
7. Queensland Youth Symphony (QYS) tutorials are mostly organised on weeknights and the only staff members present are tutors. QYO cannot provide supervision of members outside of the actual tutorial time. The welfare and safety of members aged under 18 before and after the QYS tutorial lie solely with the members' parents.
8. During rehearsal/tutorial breaks, members aged under 18 must stay within the Old Museum grounds and in areas where they can be properly supervised, eg. the rehearsal area their orchestra is using, Studio 1, the Exhibition Hall verandah and near the foyer/main entrance of the Exhibition Hall.

14. Attendance Register

1. Orchestra administrators are required to maintain an attendance register for all QYO activities and this must be taken at the start of each activity and checked after any official breaks. Staff must investigate any absences of members following orchestra breaks.
2. QYO orchestral staff must contact parents to discuss absences without apology by members aged under 18 from QYO activities.

15. Physical Contact

1. QYO staff are required to avoid physical contact with orchestra members, with the exception of their own children.
2. In the rare circumstances where physical contact is considered necessary, QYO staff must ensure it is, and is seen as, appropriate to both the staff member and the QYO member and that it takes place in view of other staff and/or members.

16. Medical Issues

1. All QYO members must complete a confidential, medical statement to join QYO. QYO office staff file this medical record and make it available to orchestral administrators and other volunteers that need to access the information.
2. For more complex QYO activities such as camps and tours, QYO endeavours to include a medically qualified volunteer (eg. nurse, doctor or paramedic) to be in attendance throughout the activity. Where this is not possible, QYO will provide a volunteer with up to date first aid qualifications and one of their duties will be to supervise any swimming activities.
3. QYO members are encouraged to stay hydrated during QYO activities by carrying water bottles on hot days and accessing water supplied by QYO. Water bottles are permitted everywhere in the Old Museum.
4. QYO staff must ensure they are aware of the nearest hospital or medical centre (and opening hours) for activities conducted away from the Old Museum Building. The Royal Brisbane Hospital is conveniently located one block from the Old Museum Building.
5. For any swimming activity (eg. camps or tours) involving members aged under 18, QYO will provide at least one First Aid qualified supervisor and a ratio of at least one adult supervisor who is a competent swimmer for every ten members swimming.

6. QYO staff must not administer medication to any members. An exception can be made where the parent or guardian of a child aged under 18 has given written instructions and consent to QYO staff to administer medication and staff have agreed to take on this responsibility.

17. Drugs, Alcohol and Smoking

1. Illegal drugs are not permitted to be used by any QYO member or staff.
2. Smoking is not permitted by any QYO member aged under 18 and any smoking by a QYO member or a staff member aged 18 or over must be in accordance with state and federal laws, and with consideration for the health and comfort of other people in the vicinity.
3. Alcohol may not be consumed by any QYO member aged under 18. Alcohol consumption by QYO members aged 18 or over is only permitted under very specific conditions in accordance with state and federal laws at particular QYO activities and must always be in moderation.
4. QYO staff must take particular care never to consume a quantity of alcohol during a QYO activity that reduces their judgement or capacity to respond effectively to an emergency situation, including the ability to drive under the legal blood alcohol limit.
5. Alcohol consumption by QYO members is not permitted during or immediately before any rehearsal, tutorial or concert. QYO members may not participate in a QYO rehearsal, tutorial or concert where they are under the influence of alcohol. Alcohol consumption is permitted in moderation by QYO members aged 18 or over at official, post-concert functions.
6. Alcohol may not be consumed by any QYO member at a QYO camp.

18. Interaction of Under 18s with those Aged 18 or Over

1. QYO orchestral volunteer staff with orchestras that have both members aged 18 or over and members aged under 18, must identify which members of their orchestra are aged under 18.
2. At overnight activities such as camps and tours, members aged under 18 must be segregated wherever possible from those aged 18 or over in terms of accommodation arrangements. Members aged under 18 must not enter the rooms of those aged 18 or over. For all ages, males and females must occupy separate accommodation.
3. QYO staff are encouraged to monitor the interactions of under 18s with those aged 18 or over during QYO activities to ensure the protection and well-being of members aged under 18.

19. Communication

1. Communication between staff or between staff and members must always be respectful and considerate.
2. QYO staff must avoid communication that may be considered offensive. eg. rude jokes, crude language, abusive tone or gestures, withholding relevant information. QYO staff must take particular care with their communication in the presence of, or within hearing of, members and other young people.
3. Members who find any communication offensive are encouraged to report it to their Administrator or to the General Manager. An Incident Report Form will be provided if a written report is required.

20. Workplace Health and Safety

QYO staff must always take care to comply with Workplace Health and Safety requirements. In particular:

- Keep fire exits and passageways clear of equipment such as chairs, risers and instruments, including the Old Museum backstage area.
- Fire doors are to be closed and unobstructed at all times.
- The Balcony and Organ Loft of the Concert Hall are not open to the general public or members. Only venue crew and staff are permitted access to these areas.
- No equipment is to be left under the Organ Loft obstructing the exit pathway.
- Do not ask or encourage members to lift heavy loads. No-one should lift more than they are safely capable of lifting.

- If required to move heavy objects, use trolleys, involve sufficient people, use safe manual lifting methods and always ensure the path of travel is clear before lifting.
- Inform players of large instruments that they may drop off and pick up their instruments near the front door of the Old Museum Exhibition Hall unless building works prevent this.
- No vehicles may be parked in the NO PARKING areas, including next to yellow lines.
- First Aid kits are located in the QYO Office.
- Do not allow members to run inside the building, jump off the stage in the Concert Hall or behave recklessly during orchestral breaks.
- Ensure stage layouts are not too cramped for members
- Ensure stage layouts do not expose players to hearing risks – QYO has a supply of ear plugs and 6 professional sound shields available to members.
- When a sound desk, amplification and PA system is required, staff must ensure the sound is kept to acceptable sound levels.
- Ensure any electrical equipment being used including member's personal equipment has been tested and tagged within the past 12 months.
- Ensure any leads being used are securely taped down and positioned out of passageways where possible. Gaffa Tape is available from the QYO Office.
- In either the Canteen or Concert Hall Foyer areas no more than one urn or kettle should be plugged in at one time so that the electrical circuits are not overloaded.
- Do not allow members aged under 18 to access unlit or poorly lit areas outside the building at night.
- A minimum of 2 staff is recommended for locking up the building after daylight hours, eg. after concerts and other QYO activities.
- For any building emergencies, contact a QYO Office staff member.

21. Video and Photography

1. All members must sign a release clause that allows QYO to use their image and performances for QYO promotional purposes.
2. Any parent who wants to audio or video record a concert or other event that a QYO orchestra is involved in must first obtain, fill out and submit to staff a QYO Recording Permission Form prior to the event.
3. QYO staff must remain vigilant regarding QYO parents or non-parents taking photos or video recordings of QYO members and activities. QYO staff should enquire and, if necessary, confront the person if it is suspected they are being intrusive or operating under suspicious circumstances.

22. Homestays/Billeting

1. All of the rules referred to in this document additionally apply to QYO families (or other designated families) providing homestays for touring musicians. QYO encourages homestays in same-gender pairs rather than singles, even if it involves using mattresses on floors rather than beds. It is important that sleeping quarters for homestay guests are segregated for males and females. Members aged under 18 must always be billeted in pairs or larger numbers.

23. Privacy Policy

1. With respect to the following privacy policy, QYO staff must take particular care with the confidentiality of member information. Information such as the first and last names of members, their official position in the orchestra and their age in terms of under 18, or 18 and over, may be released to other QYO members but all other information should be kept confidential from other orchestra members. When sending group emails, it is important that staff put email addresses in the "BCC" (Blind Carbon Copy) field and never the "To" or "CC" fields of the email header.
2. Queensland Youth Symphony section leaders organise tutorials themselves and for this purpose, section leaders need to have contact details of their section members including email addresses and phone numbers. This is best achieved by the members exchanging details amongst themselves although QYO staff may advise relevant contact details to section leaders if the section leader is unable to obtain the details directly, eg. due to absence from rehearsals or tutorials by certain members. If in doubt, the QYO office staff can provide advice.

Introduction

QYO respects the privacy of its members and customers and understands the importance of protecting personal information. QYO's Privacy Policy complies with the National Privacy Principles embodied in the Privacy Act, which came into effect on 21 December 2001. It explains how QYO collects personal information and maintains, uses and discloses that information. It also outlines your privacy rights, our

general rights and obligations and it explains how you can access the information we keep about members. This policy is binding on all staff including volunteers.

Primary purpose definition

Personal information is collected and retained concerning past and present members, parents/guardians of performing members, music teachers, staff and other individuals for the primary purpose of running QYO programs. All information collected is directly applicable to the functions and activities of QYO and to the health, well-being and protection of its members. This information is entered and stored in a password-protected online database. Data may also be retained in electronic or hardcopy format by staff at other locations, eg. office and home computers, laptops, tablets and phones.

Collection of data

We will only collect personal information in a fair and lawful manner, and then only that information which we require to manage and promote our organisation. When you apply for membership, the application form includes statements about privacy and requests for consent. Those privacy statements refer you to this policy where more detail is available on how any information about you may be used and disclosed in relation to your membership of QYO. When you apply for membership, you consent to us collecting, maintaining, using and disclosing personal information about you and provided by you or by another person in accordance with this policy.

Identifiers

When you apply to become a member of QYO, or make application to attend one of our programs, you may be assigned a computer-generated number to uniquely identify you for the purposes of the organisation's operations. This number has no relationship to any identifier assigned by any other agency.

Type of data collected

Generally, we only collect personal information about you and from you, unless it is not reasonable or practical for us to do so, or with your consent. We do not collect or store information about you from individuals or organisations not connected with QYO. Our membership forms generally request information that identifies you, such as your full name, gender and date of birth; and information that enables us to contact you such as postal, physical and email addresses, phone and fax numbers. We also ask for the name of your school or university and course or, if employed, your occupation, position and employer's name and address. We also like to know your parents' occupation and workplace, their interest in voluntary positions with QYO and whether they have any skills that may be of benefit to QYO. We also need to know the names and contact details of your parents/guardians in case we have to contact them in an emergency, or to ensure they are informed about QYO activities, policy issues or other important matters involving their children. Our audition form asks for additional information such as former and current QYO positions held, current instrumental teacher and their contact details, approximate AMEB level and the ensembles and instruments for which the applicant is auditioning.

Sensitive data

QYO does not actively seek to collect sensitive information (for example health information or information about your racial or ethnic origin or any criminal record), unless it is necessary to satisfy the aims and principles of our organisation, or is for the care and protection of our members.

The following information, which may be considered to be of a sensitive nature, is collected but we do so in accordance with the National Privacy Principles:

- Information obtained by the Criminal History Check either from the Commission for Children and Young People and Child Guardian and/or the Queensland Police Service on potential adult volunteers is strictly confidential and is securely stored.
- We collect health and medical information, including Medicare and private health fund numbers, about youth members to provide the organisation with relevant medical information that is essential to enable us to carry out our duty of care.
- Health and medical information is sometimes also sought from adult members for use in medical situations.

Consent policy

When you join QYO, you agree that we may use your contact/personal details to send you information about our organisation and its activities and services that we feel may be of interest to you, and to contact you from time to time to obtain your feedback about our activities and services. You also agree to the collection of sensitive data for the purposes disclosed in this policy. We will not use your personal information for any purpose that you would not reasonably expect us to use it for. Your information may be used to offer you other products, services and activities that will enhance our relationship with you. You may decide on joining, and at any other time by informing us in writing, that you do not wish to be contacted in this way. It is assumed that existing members have given consent unless they advise us otherwise.

Use and disclosure

By signing the membership application form you consent to us using your personal information in the following way:

- To maintain a register of our membership
- To respond to your request or help us process any request for our activities or services
- To effectively administer all activities and services that we provide to you
- To communicate with you about the activities and services that we may provide you
- To inform you of relevant internal or external activities, events, promotions or special offers that may be of interest to you
- To identify geo-demographic details of our membership for the purpose of building membership
- To ensure the safety, health and well-being of all members while they participate in QYO activities
- To carry out research, marketing or development of our products, activities and services including the surveying of members on their satisfaction, needs and attitudes
- To provide contact information to enable communication between QYO members
- To provide personal details of staff and volunteers to the Commission for Children and Young People and Child Guardian and/or the Queensland Police Service for criminal record checks in accordance with the State Government Child Protection Act 2000 and our Policy and Procedures.

We may release information about you where there is a duty to the public to disclose that information, or where disclosure is required or authorised for law enforcement or regulatory purposes. QYO undertakes to give proper and responsible consideration to privacy issues associated with the introduction of new marketing methods or technology.

Data quality and integrity

We rely on the accuracy of the information that members provide us. We try to ensure that all information which we collect, use or disclose is accurate, complete and up to date. We conduct periodic internal checking procedures to ensure that as far as is practicable that the data held by us is accurate and current. You should promptly notify us if there are any changes to your personal information.

Data access and correction

You can request access at any time to personal information we hold about you. We will process your request within a reasonable time, usually 14 days. There is no fee for requesting access to or updating your information. Before giving you access to, or amending your records, either in person or over the phone, we may require you to prove your identity. We may ask you to verify your full name, date of birth and address or other information.

QYO uses forms other than the membership application form for various operational purposes. These forms often request personal details from members, which were previously collected from their original membership application. These provide us with further opportunities to ensure our data is accurate and current. Any amendments to member records will be processed as soon as possible after forms are submitted.

Access to data by staff and members of QYO

QYO is run by a small office staff and many voluntary staff. Communication between staff is of primary importance for QYO's successful operation. The provision of some personal details about members to volunteers, typically current or former parents of members, whose role is to supervise members, is essential. For these reasons, QYO staff are authorised to provide limited personal information about a performing member to another staff member for bona fide purposes.

Access to data by non-staff

Access to personal information by non-staff, except custodial parents / guardians, or families providing billet services, is not permitted. Personally identifiable data is not provided to third parties.

Data security

We take all reasonable steps to protect your personal information from misuse, loss, unauthorised access, modification or disclosure. We have physical, electronic and procedural safeguards to protect your information held by us.

For example, your personal information in the form of original or copies of paper forms is stored securely in our office or locked storeroom. Authorised volunteer or paid staff may also hold forms. These staff are accountable for the security and privacy of your data.

The online database provider and the QYO Office are the locations of data held in electronic databases and related files. We require all staff and volunteers to maintain the confidentiality of customer and member information. QYO computers are backed up on external drives on a daily basis with a backup disc moved off site at regular intervals.

Commercial use of data

There are occasions when external organisations or individuals wish to offer a product or service to members, which we consider would be beneficial, or of interest. Subject to our approval of the organisation and the material to be sent to members, and a signed agreement between QYO and the organisation regarding data confidentiality, we may provide mailing data in a secure format to that organisation, or to a mailing house on their behalf. In general, QYO does not rely on third party suppliers to conduct specialised activities such as bulk mail outs, data processing etc. While your personal information may be provided to an

agent to enable them to perform their agreed tasks, such information remains the property of QYO at all times and the agent organisations involved are bound by specific confidentiality, non-disclosure agreements and data disposal protocols.

Website on-line services policy

QYO does not collect any personal information about you via our Internet site except when you knowingly provide it. It is possible for you to visit this website without telling us who you are. We may use your e-mail address to send you from time to time various promotional offers, QYO program information, special events or other marketing communications that may be of interest to you. It is our policy to only email customers who give us permission to do so. If we send you an email for a commercial purpose, we will give you the option of not receiving further communications of this nature.

Personal information obtained on the site will never be released to a third party without your consent. We will use any collected information to improve our service to users, and from time to time may contact registered users about new features and improvements to the website.

QYO will take reasonable steps to ensure that member information is secure from any unauthorised access or disclosure. We review our security procedures from time to time and update them when relevant.

We assume no responsibility for the information practices of third-party sites where a user is able to access their sites through ours. We encourage users to review each site's privacy policy before disclosing any personally identifiable information.

For statistical purposes we may collect non-personalised information on website activity (such as the number of users who visit the website, the date and time of visits, the number of pages viewed and navigation patterns) through the use of 'cookies' and other tracking technology. In order to collect user statistics we may anonymously log information, and identify categories of users by items such as domains and browser types. QYO may amend this policy from time to time. If we make any substantial changes in the way we use your personal information we will notify you by posting a prominent announcement on our pages, and via an email to registered users.

If you have any questions or feedback on our website privacy policies please send an email to info@qyo.org.au.

Your rights

You need not give us any of the personal information about you or any other person, which may be requested in our communications with you. However, without that information, we may not be able to process an application, fulfill your request to become a member or provide you with an appropriate level of service. You are entitled to ask us for access to your personal information records at any time, or to choose to cancel or opt-out of any service or future mailing. You may elect to advise us that your phone, fax or email details are to be marked as 'silent' in which case we will not release or publish them in any form.

Complaints resolution

Complaints will be resolved by QYO Staff, including volunteers, as they arise. Where a complainant is dissatisfied with the action or response from staff, they are encouraged to raise it directly with the General Manager. If the complainant is still dissatisfied, they are encouraged to submit a complaint in writing or by email to the QYO President for consideration by the QYO Executive Committee and the Executive Committee will issue a response in writing or by email.

Changes to our privacy policy

The information presented in this policy relates to our current privacy standards and we may vary these from time to time. We will notify you of these changes by publishing them on our website. We will not separately notify you of these changes in any other way.