



Mununjali Housing and Development Company (MHDC) Child Safety and Wellbeing Policy.

Policy Title	Mununjali Housing and Development Company (MHDC) Child Safety and Wellbeing Policy.					
Purpose:	Mununjali Housing and Development Company (MHDC) as a Traditional Owner on Traditional Country understands from a cultural perspective the importance of and is committed to ensuring the safety and wellbeing of jarjum and young people (children). We work to ensure that we prevent harm happening to jarjum and have zero tolerance for racism; the ill-treatment of jarjum and inequality. We aim to provide a culturally safe; child safe; and child friendly environment for all jarjum that we deliver services to; and have direct or indirect contact with. This policy; - will clearly demonstrate MHDC’s commitment to the safety and wellbeing of Jarjum (children) and young people. - will inform all leaders (including MHDC Board members), staff (including contractors), and volunteers of their obligations to act ethically towards Jarjum, and in their roles and responsibilities in ensuring the safety and wellbeing of children. - provide guidance on the processes and procedures that aim to ensure Jarjum safety and wellbeing across all areas of the organisations work.					
Scope	- This policy applies to all Mununjali Housing and Development Company (MHDC) employees, volunteers, trainees, students on placement, contracted workers, consultants, and MHDC Board of Directors. - and to all activities in the organisation which involve, result in, or relate to contact with children.					
Responsibilities	(a) <table><tr><th>Role within MHDC</th><th>Responsibilities in relation the MHDC Child Safety and Wellbeing Policy</th></tr><tr><td>Mununjali HDC Board of Directors (BOD).</td><td> Work alongside of the MHDC General Manager and the other BOD in the governance and ongoing application of this policy as required by </td></tr></table>		Role within MHDC	Responsibilities in relation the MHDC Child Safety and Wellbeing Policy	Mununjali HDC Board of Directors (BOD).	Work alongside of the MHDC General Manager and the other BOD in the governance and ongoing application of this policy as required by
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		the QLD Child Safe Standards; Child Safe Organisation Principles; and all associated legislations. • Complete all relevant CS&W training as required by the QLD Child Safe Standards; Child Safe Organisation Principles; and all associated legislation. • adhere to and demonstrate leadership in all aspects regarding the MHDC Working with Children Code of Conduct.
	General Manager (GM)	• Supports the MHDC BOD in the governance and oversee of the implementation and ongoing application of this policy. • Alongside of the members of the Senior Management Team (SMT) ensures that the associated procedures and/or actions that relate to this policy are in place, staff have received appropriate training, and that procedures being followed. • Complete all relevant CS&W training as required QLD Child Safe Standards; Child Safe Organisation Principles; and all associated legislation. • Adhere to and demonstrate leadership regarding the MHDC Working with Children Code of Conduct. • This role reports directly to the MHDC Board of Directors.
	Senior Management Team (SMT) members	Support the Board of Directors and the General Manager to: • oversee and support the implementation and ongoing application of this policy • ensure that the associated staff training, procedures and/or actions that relate to this policy are in place; staff have received appropriate training; and procedures are being followed. • Complete all relevant CS&W training as required QLD Child Safe Standards; Child Safe Organisation Principles; and all associated legislation.

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		Adhere to and demonstrate leadership regarding the MHDC Child Safe Organisation (CSO) Working with Children Code of Conduct.
	Chief Financial Officer (CFO)	Support the MHDC Board of Directors; General Manager; and SMT - oversee and support the implementation and ongoing application of this policy - Complete all relevant CS&W training as required QLD Child Safe Standards; Child Safe Organisation Principles; and all associated legislation. - Adhere to and demonstrate leadership regarding the MHDC Child Safe Organisation (CSO) Working with Children Code of Conduct
	Workplace Health and Safety Officer (WHSO)	Support the Board of Directors, General Manager and Senior Management Team to: - oversee the implementation and ongoing application of this policy - ensure that the associated staff training, procedures and/or actions that relate to this policy are in place, staff have received appropriate training and procedures being followed as per the QLD Child Safe Standards; Child Safe Organisation Principles; and all associated policy and legislation. - Complete all relevant CS&W training as required - Oversee all Company Risk Registers - Adhere to and demonstrate leadership regarding the MHDC Working with Children Code of Conduct and all relevant Child Safe Standards, legislation and MHDC policies and procedures.
	Quality Assurance	- Works with the GM and other SMT members - oversee the implementation and ongoing application of this policy - Supports the GM and SMT in ensuring that MHDC is compliant with the QLD Child Safety and Wellbeing Standards; the Humans Services Quality Standards; Child Safe Organisation Principles; associated legislations and funding body service agreements.

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(b). Responsibilities for the implementation and compliance of the MHDC CSW and other related policies.		• Complete all relevant CS&W training as required • Oversee all Company Quality and Child Safe Registers • Adhere to and demonstrate leadership regarding the MHDC Working with Children Code of Conduct and all relevant Child Safe Standards, legislation and MHDC policies and procedures.
	MHDC Jymbi Coordinator	Support the Board of Directors, General Manager and Senior Management Team to: • oversee the implementation and ongoing application of this policy. • ensure that the associated Jymbi staff training, policies, procedures and/or actions that relate to this policy are in place and being followed. • Jymbi staff have received appropriate training and are adhering to the Child Safe Working with Children Code of Conduct. • All relevant Jymbi registers and data collection systems are being completed in a timely manner and that the Jymbi team is meeting the requirements of the associated service agreements. • Works with GM and SMT to ensure that the safety and wellbeing of Jarjum remains a top priority of MHDC. • Adhere to and demonstrate leadership regarding the MHDC Working with Children Code of Conduct and all relevant Child Safe Standards, legislation and MHDC policies and procedures
	Jymbi Senior Family Support Workers	• Complete all relevant CS&W training as required. • complete all relevant Jymbi Registers and data collection systems in a timely and effective manner. • Ensure compliance with all MHDC and Jymbi Policy and procedures. • Deliver services as per role and responsibilities • Adhere to and demonstrate leadership regarding the the MHDC Working with Children Code of Conduct and all relevant Child Safe Standards, legislation and MHDC policies and procedures

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	Jymbi Program Team Leader	• Complete all relevant CS&W training as required • Adhere to the MHDC Working with Children Code of Conduct. • Oversees relevant Jymbi program risk registers • Ensure compliance with all MHDC and Jymbi Policy and procedures. • Deliver services as per role and responsibilities • Adhere to and demonstrate leadership the MHDC Working with Children Code of Conduct and all relevant Child Safe Standards, legislation and MHDC policies and procedures.
	Jymbi Family Support and/or Program Workers	• Complete all relevant CS&W training as required • Adhere to the MHDC Child Safe Working with Children Code of Conduct. • Ensure compliance with all MHDC and Jymbi Policy and procedures. • Adhere to and demonstrate leadership regarding the MHDC Working with Children Code of Conduct and all relevant Child Safe Standards, legislation and MHDC policies and procedures. • Deliver services as per role and responsibilities.
	Jymbilung House Staff	• Complete the relevant CS&W training as required • Understand and adhere to the MHDC Child Safe Working with Children Code of Conduct. • Ensure compliance with all MHDC Policy and procedures.
	MHDC Finance Team	

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		- Complete all relevant CS&W training as required - Understand and adhere to the MHDC Working with Children Code of Conduct. - Ensure compliance with all MHDC and Jymbi Policy and procedures.
	MHDC Housing/ Reception Team	- Complete all relevant CS&W training as required - Understand and adhere to the MHDC Working with Children Code of Conduct. - Ensure compliance with all MHDC and Jymbi Policy and procedures.
	External Contractors	- All external contractors are to be aware of and adhere to the MHDC Working with Children Code of Conduct. - Those external contractors that work directly with Jarjum will require a current blue card and/or other as required by MHDC Policy.
	(b)	
	Key Policies and areas that this policy addresses. Policy implementation and policy compliance. (applies to the CS&W Policy; Reportable Conduct Policy; and procedures for receiving and responding to complaints; external reporting; record keeping; and information sharing).	Responsibility Policy implementation and policy compliance: - MHDC BOD; General Manager and Senior Management Team - Jymbi Manager; Program Team Leader and all Jymbi Family Support Workers - External consultants and peak bodies as required. Policy compliance: - All MHDC Board of Directors

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		All MHDC paid and unpaid workers, volunteers, and external contractors.
	Staff Recruitment and Screening	- General Manager, Senior Management Team (SMT), JH Reception, other MHDC Administration Staff as directed by SMT - External Consultant as required.
	Staff Induction/ Re-induction	WHSO, relevant Coordinator, JH Reception, and other MHDC Administration as directed by SMT
	Staff Training	- SMT, WHSO, JH Reception and other MHDC Administration as directed. - External Consultants as required.
	Staff Supervision and Support	- SMT, Jymbi Leaders including the Senior Family Workers and Program Team Leader. - External Supervision is provided monthly to all Jymbi Staff.
	Risk Assessment and management processes	- SMT; WHSO; Jymbi leaders/ coordinator; Senior Family Support Workers, Jymbi Program Team Leaders - External Consultants (as required)
	Code/s of Conduct	- SMT, Jymbi Coordinator, External Consultant/s (as required)
Definitions.		
MHDC Jymbi Centre	The MHDC Jymbi Centre is an integrated program model made up of two specific individually funded programs i.e. The Family Wellbeing program and the PaCE (Parent and Community Engagement program).	
Child Harm		

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Child Abuse	The Child Protection Act 1999 defines harm to a child as any detrimental effect of a significant nature on the child's physical, psychological or emotional wellbeing. It is immaterial how the harm is caused. Harm can be caused by physical, psychological or emotional abuse or neglect, or sexual abuse or exploitation
Mandatory Reporting	There are 4 types of child abuse: physical, sexual, emotional, neglect. Child abuse can be a single incident or several incidents that take place over time.
Cultural Safety	Mandatory Reporting is defined as the legal obligation that individuals and employees of the MHDC must report known or suspected cases of abuse. Within this document this requirement primarily pertains to children (Jarjum) and young people but the practice of mandatory reporting across MHDC applies to all vulnerable adults as well.
Culture	- Cultural Safety is the practice of creating an environment in which individuals and/or families feel secure and respected in their cultural identities. - Throughout this document, and throughout our policies and practices we refer to the “Mununjali Way” as our overarching guide in ensuring cultural safety for our staff and clients. We acknowledge and respect that every Indigenous family has its own cultural identity. - Cultural Safety is supported within Mununjali HDC through our; ➤ Acknowledgement of previous history and ongoing impacts of colonisation ➤ Recognition of community knowledge as a valid and valuable source of knowledge. ➤ Leadership Commitment; ➤ Child Centred Values and ➤ our recognition of the parent/carer/ family as the primary care giver; ➤ Our Mununjali Way (which includes Empowerment and Voice and Cultural Safety); ➤ Prevention and Response; ➤ and Continuous Improvement. - In Australian child-safe organisations, "culture" means embedding shared values and practices where children's safety is paramount, preventing harm, valuing diversity (especially First Nations cultures), empowering children, and ensuring leaders champion child-safe behaviours and address abuse proactively, creating environments where everyone feels safe and respected, not just tolerating differences but actively supporting unique identities

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Jarjum	and rights. Section 2C of the MHDC Constitution and the “Mununjali Way” (referred within this document and others) is MHDC’s cultural statement and guide. Jarjum is Yugambeh language (traditional language of the Mununjali people) for child/ren. Jarjum is used instead of and sometimes, alongside of, the word children throughout our policies, procedures, documents, and information sources (website; intake forms; brochures; etc). The words Jarjum and children refer to anyone under the age of 18 years.
Relevant Legislation and Standards.	- QLD Child Safe Organisation Act (2024) - QLD Child Safe Standards. - Child Safe Organisation (CSO) Principles. - Qld Human Services Quality Framework (HSQF) Standards - Child Protection Reform Amendment Act 2017 - Queensland Legislation - Queensland Government - Child Protection Act (1999) - Community Services Act 2007 - Queensland Legislation - Queensland Government - Human Rights Act 2019 - Queensland Legislation - Queensland Government - Public Guardian Act 2014 - Queensland Legislation - Queensland Government - Family and Child Commission Act 2014 - Queensland Legislation - Queensland Government - Privacy Act 2017 – Queensland Legislation – Queensland Government - Right to Information Act 2009 - Queensland Legislation - Queensland Government - Information Privacy and other legislation Act 2023 - Queensland Legislation - Queensland Government - Working with Children (Risk Management and Screening) Act 2000 - Queensland Legislation - Queensland Government - Public Records Act 2023 - Queensland Legislation - Queensland Government - Domestic and Family Violence Protection Act 2012 - Queensland Legislation - Queensland Government - Domestic and Family Violence Protection (Combating Coercive Control) and Other Legislation Amendment Act 2023 - Queensland Legislation - Queensland Government.

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Related organisational policies and procedures	• MHDC Child Safe Code of Conduct • MHDC Reportable Conduct Policy • MHDC Jymbi Blue Cards and Recruitment Policy • MHDC Staff Induction and Training Policy • MHDC Human Resources Policy • MHDC Incidents and Preventing, Reporting and Responding to Harm, Abuse and Neglect Policy • MHDC Complaints, Grievance and Feedback Policy • Risk Assessment and Management process • MHDC Record Keeping Policy • MHDC Information Sharing Policy • MHDC External Reporting Policy • MHDC Privacy and Confidential Policy • MHDC Advocacy Policy
Policy Status and Review	Who can I go to for more information relating to this policy? Internal. • Any of the managers in the Senior Management Team • Jymbi Coordinator; Senior Family Worker; or the Jymbi Program Team Leader. External • Australian Government National Office for Child Safety website. https://www.childsafety.gov.au/resources/national-principles-child-safe-organisations • Queensland Family and Child Commission (add website address)

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The Child Safety and Wellbeing Policy is reviewed annually by the General Manager; the Senior Management Team; All Jymbi Staff; and the MHDC Board of Directors. These reviews are documented in the MHDC Training register.

This Policy is reviewed annually. The review approval date and the next scheduled review date can be found on the bottom left-hand side of the CSW policy. This review is documented in the MHDC Governance register.

Keeping Children Safe.

MHDC's commitment to being a Child Safe Organisation.

Mununjali Housing and Development Company is committed to the safety of all Jarjum (children) and young people.

This section includes Mununjali's commitment to being a Child Safe Organisation; Our Commitment Statement; and our Child Safe Code of conduct. This section relates directly to the **National Child Safe Principle #1: Child Safety and wellbeing is embedded in organisational leadership, governance, and culture.**

Culturally, Jarjum and Young people have always been at the centre of our community's heart. Their safety and wellbeing have always been, and will continue to be, of the highest priority of us all. Our commitment and ability to protect, support and encourage all Jarjum and Young people through their individual, family and community lives will help them to develop; allow them to grow; support them to learn; and to dream their own individual amazing story. We work to actively listen to Jarjum and young people and recognise the diversity of their experiences while surrounding them in the wisdom of their cultural Elders (past and present), their community, and family. We work to ensure that Jarjum and Young People with disability, vulnerability, and those with needs are safe and included, which is reflective of our cultural ways of inclusion.

Mununjali has zero tolerance for child abuse and neglect, or behaviours' and actions that impact the safety and wellbeing of Jarjum and Young People. We take allegations and concerns very seriously and respond to them consistently and in line with our Child Safety and Wellbeing Policy; Reportable Conduct Policy; and our Child and Youth Risk Management Strategy.

As an Aboriginal Torres Strait Islander Community led organisation we remain acutely aware that our Jarjum and Young People,

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and family members, past and present, can be or have been, abused and neglected by those meant to protect and support them i.e. families; community members/leaders; professionals / specialists; and Community and/or Government Institutions. We work to ensure this does not happen in the delivery of our services.

We want our Jarjum and Young People to be safe, happy; participate; have choices; and to be heard. We want them to be respectful to others and to be respected. We commit to supporting the safety and well-being of all Jarjum and Young People; as we do for our families, community members, all people, employees, and volunteers.

MHDC's Child Safety and Wellbeing Statement of Commitment.

Mununjali Housing and Development Company Limited is committed to ensuring the safety and wellbeing of children and young people.

- Mununjali Housing and Development Company Limited has zero tolerance of child abuse, neglect, and harm.
- All allegations and safety concerns must be treated very seriously and consistently as per our Policies and Procedures.
- In line with our legal and moral obligations to children and young people, we contact relevant authorities when we are concerned about a child's safety.
- Mununjali Housing and Development Company Limited is committed to preventing child abuse; identifying risks early and reducing and eliminating (where possible) these risks as per our Risk Management Policy and Procedure.
- We are committed to safe recruitment Procedures and regularly training and educating our staff on child abuse and neglect risks.
- Our Child Safe Working with Children Code of Conduct is an important component in ensuring MHDC's commitment to a child safe culture. It provides clear directions for staff about;
 - how to act and how not to act around jarjum,
 - and what to do when another person and/or staff member breaches this code.

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- Our public commitment to child safety and wellbeing can be evidenced via the Mununjali Website; Facebook page; Jymbi and Jymbilung Newsletters; and relevant booklets and posters available in our venues.
- Our policies, procedures, and governance arrangements being available to the public via the website.
- Mununjali Housing and Development Company Limited is committed to providing a culturally safe environment for Aboriginal and Torres Strait Islander families and community members; families and community members from culturally and/or linguistically diverse backgrounds; and to providing a safe and accessible environment for family and community members with a disability.

Mununjali Housing & Development Company and its employees acknowledge it has a special responsibility and commits itself to ensuring the safety and wellbeing of children and young people.

- Mununjali is a Traditional Owner community organisation delivering services to its Traditional Country. As such cultural safety, i.e. the recognition and valuing of First Nation identity developed and maintained by delivering services that are underpinned and informed by the perspectives and practices of the Mununjali are fundamental and are a non-negotiable aspect of the Organisation.
- Mununjali is held accountable to maintain this integrity by its community; be they service users; the employer; its employees; and our volunteers; and the broader Mununjali and other First Nations Community. This is documented in its spiritual, philosophical and practice model called the 'Mununjali Way' which is identified as "a way of knowing, a way of doing and a way of being."
- MHDC has a Child Safe Working with Children Code of Conduct that all staff are required to review and sign on an annual basis. This is carried out through our (new) staff induction and annually through the re-induction process.
- Mununjali is also required to be fully compliant with the Federal Government's Child Safe Organisation Principles and Standards; the QLD Child Safety and Wellbeing Standards and the Human Services Quality Framework (HSQF) Standards. We are audited by an external auditor every 2 years to ensure compliance.
- MHDC has risk management procedures that ensure assessment; identification; mitigation processes are embedded throughout our policies, procedures, registers, forms, and practice.
- Policies are in place that reflect and demonstrate our commitment to the responsibility we have regarding the safety of Children and our dedication in actively applying and/or following the Child Safe Organisation Principles; the QLD Child Safe Standards; and the associated legislations.

To ensure Mununjali staff and the MHDC Board know their responsibilities, Mununjali ensures:

- All Staff Inductions and annual staff re-inductions include a review of the Mununjali Way (the cultural underpinning framework); a review of the Child Safe Organisation Working with Children code of conduct.
- An annual review of Mununjali Child Safety and Wellbeing Policy with relevant staff, volunteers and Board members.

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- All Board members; Senior Management Team; Jymbi Staff and Jymbi volunteers are required to complete the Child Safe Organisation Online Training. This includes any other MHDC staff that come in direct contact with Jarjum in their duties.
- A broader training relating to child protection duty of care matters with all Mununjali Staff; (Ausmed, and more focussed training for Jymbi staff)
- An annual address to the Board and relevant Mununjali Staff by the Principal Child Protection Practitioner/ Indigenous Team Leader, Southeast Regional Intake Service assigned to Mununjali.
- A regular review of cases conducted collectively by the Jymbi Case Management team.
- A regular review by Jymbi Coordinator and the Senior Family Support Workers of all Jymbi programs and associated paperwork.
- An, as needed, supervision and support provided by the Jymbi Manager or Senior Management Team Member.
- Review of casework by the Jymbi Coordinator and Senior Management Team.
- Annual Jymbi Program Review and Planning.
- Casework support and supervision provided by the External Supervisor
- Maintaining membership with our peak bodies SNAIC; QATSIPP; and QCOSS.
- Undertaking additional relevant training opportunities.

Mununjali Housing and Development Company Limited has specific Policy, Procedures and training in place that support our staff to achieve these commitments ****Staff who believe a child is at immediate risk of harm must phone 000 and follow other Mununjali reporting procedures. ****

Our Responsibilities.

MHDC Child Safe Code of Conduct.

All paid and unpaid staff are responsible for the safety and wellbeing of children and young people. This includes all employees; volunteers, students; trainees; third party contractors; Board members of Mununjali Housing Development Company; and all adults, Jarjum and Young People who, engage with MHDC. All paid and unpaid staff are expected to act in accordance with this Code of Conduct in their physical and online interactions with children and young people under the age of 18 years old.

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I will:	• Act in accordance with Mununjali HDC in this code of conduct; and all MHDC child safety and wellbeing policies and procedures. • Behave respectfully, courteously and ethically towards jarjum, their families, and towards other staff. • Listen and respond to the views and concerns of jarjum, particularly if they communicate (verbally or non-verbally) that they do not feel safe or well. • Promote the human rights, safety and wellbeing of all jarjum in Mununjali HDC. • Demonstrate appropriate personal and professional boundaries. • Consider and respect the diverse backgrounds and needs of children. • Create an environment that promotes and enables jarjum's participation that is welcoming, culturally safe and inclusive for all jarjum and their families. • Involve jarjum in making decisions about activities, policies, and processes that concern them wherever possible. • Contribute, where appropriate, to Mununjali HDC's policies, discussions, learning, training and reviews about child safety and wellbeing. • Identify and mitigate risks to jarjum's safety and wellbeing as required by Mununjali HDC's risk assessment and management policy or process. • Respond to any concerns or complaints of child harm or abuse promptly and in line with Mununjali HDC's policy and procedure for receiving and responding to complaints. • Report all suspected or disclosed child harm or abuse as required by [relevant legislation] and by Mununjali HDC's policy and procedure on internal and external reporting. • Comply with Mununjali HDC's protocols on communicating with jarjum. • Comply with relevant legislations and Mununjali HDC's policies and procedures including record keeping and information sharing.
I will NOT	• Engage in any unlawful activity with or in relation to a child. • Engage in any activity that is likely to physically, sexually or emotionally harm a child in any way. • Unlawfully discriminate against any child or their family members. • Be alone with a child unless it is required as an allocated duty or, due to changed circumstances, and I have been pre-approved by my line manager/leader to do so.

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	• Personally contact, or arrange to personally contact, by any means (face to face; phone call, text, social media, online, etc.) any children that I am working with; that are working with other MHDC staff; or are participating in any MHDC program or event for a purpose unrelated to MHDC activities and my allocated work tasks. • Disclose personal or sensitive information about a child, including images of a child, unless the child and/or their parent or legal guardian consent; or I am required to do so legally and as instructed by Mununjali HDC's policy and procedures on reporting. • Use inappropriate language in the presence of jarjum or show or provide jarjum with access to inappropriate audio, images and/or other material. • Work with jarjum while under the influence of alcohol or prohibited substances. • Ignore or disregard any suspected or disclosed child harm or abuse.
If I know or suspect that this Code of Conduct has been breached by another person within MHDC or external to I will	• Act to prioritise the best interests of the child/child/child/Jarjum. • Act promptly to ensure that the child /children/jarjum is safe. • Immediately report any concerns to my direct line Coordinator/Manager, the General Manager or another senior manager or leader in the organisation. • Follow Mununjali HDC's policies and procedures regarding incidents and for receiving and responding to complaints and concerns. • Comply with legislative requirements on reporting where applicable and comply with the Mununjali HDC's policy and procedure on internal and external reporting of breaches to the Code of Conduct. • Seek assistance for myself or other staff to access the MHDC Employee Assistance Program if required.

The Qld Child Safe Standards.

Standard 1. Leadership and Culture
• Organisational leaders will champion a culture of Child Safety. • Child Safety responsibilities are embedded into job descriptions and performance reviews.

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- The General Manager and the Senior Management Team members take on the responsibility of the designated Child Safety Officer.

Standard 2. Voice of Children.

- Children are informed of their Rights, including their right to be heard.
- We provide child friendly feedback and complaints mechanisms and involve children in decisions that impact them.
- We encourage and value the input of jarjum and young people.

Standard 3. Family and Community.

- Families, parents, and carers are recognised as partners in keeping children safe.
- We are responsive to the needs of our families and the community.
- We provide clear and accessible information about our child safe policies, operations, codes of conducts, feedback and complaints processes.
- We provide opportunity for individuals and families to participate in the design, development, and review of the organisations policies and practice.

Standard 4. Equity and Diversity.

- We proactively uphold equity and respect diverse needs in policy and practice.
- All Board members, staff, and volunteers respect the human rights of Jarjum (children) and action behaviours and attitudes that reflect this.
- Cultural safety is embedded in the Mununjali Way; a core principle of MHDC.
- We provide access to information, support, and complaints processes in ways that are culturally safe, age appropriate and accessible.
- We encourage

Standard 5. People (Human Resources and Recruitment).

- All workers undergo rigorous screening, including valid Queensland Blue Cards or exemption notices.
- Recruitment processes include distinct child safety questions and mandatory checks.

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- All staff undergo an appropriate induction when commencing work with us. This is followed by an annual reinduction. These inductions include responsibility to child safety, record keeping, information sharing and reporting obligations.
- Cultural Safety Training and trauma informed care training are mandatory and annual.

Standard 6. Complaints Management.

- We maintain a transparent, accessible process for responding to complaints and disclosures.
- We offer a youth centred process for responding to complaints and disclosures.
- Disclosures or suspicions of harm are taken seriously, documented immediately, and acted upon as required and without delay.
- To the best of our ability, we ensure investigations into complaints do not retraumatise jarjum.
- Effective complaints handling processes are understood by children, families, staff and volunteers and are culturally safe.

Standard 7. Knowledge and Skills.

- All Jymbi workers complete mandatory child protection training upon induction followed by annual internal refreshers.
- Jymbi Staff are provided training and support to assist them to implement the organisation's Child Safe and Wellbeing Policy.
- Staff receive training and information (Guidelines) to recognise indicators of child harm including grooming; responding to disclosures; and meeting mandatory reporting duties.

Standard 8. Physical and Online Environments.

- Risk assessments are conducted for all physical spaces and digital platforms to minimise harm risks.
- Workers must adhere to the National Digital Communication Code (e.g. no private messaging with children on personal accounts).
- The Online environment at MHDC is used in accordance with the Code of Conduct; the MHDC Child Safety and Wellbeing Policy and practices.

Standard 9. Continuous Improvement.

- We regularly review, evaluate, and improve child safety and wellbeing policies, procedures, and practices. These reviews are scheduled as annual or bi-annual; and occur after an incident.

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- Complaints, concerns and safety incidents are analysed to ensure accountability, identify causes, and/or systemic problems that can then be addressed through our Continuous Improvement processes.
- Our staff are informed of relevant findings that follow reviews. This can be through meetings; additional training/workshops; newsletter; staff memos; etc.

Standard 10. Policy and Procedures.

- Our Child Safe practices are clearly documented, updated, and publicly accessible to staff, families, and regulators.
- Policy and procedures embed all Child Safe Standards and the Universal Principle.
- Policies are easy to understand.
- We use best practice models; cultural insights; and community /stakeholder consultation to help inform the development of policies and procedures.
- Staff and volunteers understand and implement policies and procedures. They are also aware of consequences that may occur if they breach any policy or procedure.

The Universal Principle.

Definition.

[SNAICC - National Voice for our Children+2](#)

“Welcome, Safe, Valued, Included, and Respected.

The Universal Principle, within the context of Child Safe Organisations emphasises creating environments that make Aboriginal and Torres Strait Islander children feel culturally safe, which means they are welcome, safe, valued, included, and respected. This principle is crucial for organisations to ensure that children’s rights and needs are met, promoting their safety and well-being. It is essential for organisations to implement cultural safety practices that celebrate the cultural identity of Aboriginal and Torres Strait Islander children, ensuring they feel safe and supported in their environments.”

The Qld Child Safe Standards breaks the Universal Principle down into the following areas:

1. **Transformational unlearning** – As an Aboriginal and Torres Strait Islander Organisation, that is Traditional Owners on traditional lands. Mununjali has been in the process of challenging unconscious bias, racism and discrimination both within

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the structures of their workforce and within the external systems of government and the wider community for many years and will continue to do so.

2. **Negotiating values, motivations, and paradigm** – our policies and programs are informed by the local Mununjali community and other Aboriginal and Torres Strait Islander community perspectives. We are continuously working to improve or create new practices to ensure we have a wide range of viewpoints to consider.
3. **Prioritising social and emotional wellbeing and health** – we follow a holistic, strengths based, culturally informed approach to support our clients and program participants.
4. **Sharing power and decision making** – Our Board; our Staff; and our clients consist of local Mununjali mob and a wide representation of other Aboriginal and Torres Strait Islander peoples. Prioritising their social and emotional wellbeing and health is our priority.
5. **Sharing resources** – organisations should dedicate resources to Aboriginal and Torres Strait Islander led initiatives, research, and governance mechanisms, where appropriate. We have many wonderful pro-active partnerships that assist us to link our mob to real and accountable service providers. These service providers have consistently and actively and deeply engaged with us and the successes of these collaborations and partnerships are noted and celebrated.
6. **Creating a strategic enabling environment** – Our leadership team prioritises accountability and cultural safety every day.
7. **Operating on Aboriginal and Torres Strait Islander terms of references** – Our service delivery is innately and intentionally grounded in Aboriginal and Torres Strait Islander knowledge systems; self-determination principles; and grounded in
8. **Accountability and continuous quality improvement** – The driving force for this is a personal accountability to our clients and the community as the majority of MHDC Jymbi staff are Mununjali mob or live in the local area. MHDC has a historical understanding; and obligation to Aboriginal and torrs Strait Islander people. Through the strength of community and cultural connection; and knowledge's we facilitate healing; repair damages; and maintain the pathways created. Our successes are measured by outcomes both tangible and perceived. Our historical; present and ongoing success is measured by the fact that we are still here.

How MHDC apply the Universal Principle to our practices.

As an Aboriginal and Torres Strait Islander Organisation, applying to the Child Safe Standards and the Universal Principle means we must ensure compliance across our three major sectors: Housing; Family Wellbeing and PaCE; and Aged Care.

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We do this by weaving in the Child Safe Standards and cultural safety (Mununjali Way) into all relevant spaces and aspects of our work.

- **Aged Care -**

- Our Aged care staff are informed about our obligations as a Child Safe Organisation. They understand that our aged and our children are the most vulnerable in our society.
- At re-induction each year (as of 2027), all our Aged Care staff review and sign off on the MHDC Working with Children Child Safe Code of Conduct; the MHDC Child Safety and Wellbeing Policy; and the MHDC Reportable Conduct Scheme Policy and Procedure.
- In 2026 they will undergo annual training regarding the MHDC Child Safety and Wellbeing Policy; and the MHDC Reportable Conduct Policy and Procedure.
- The Jymbilung House Bi-monthly Newsletter has regular articles about Child Safe Organisations and Standards; and the HSQF Standards.

- **Housing**

- Our Housing management and staff are informed about our obligations as a Child Safe Organisation. They understand that our aged and our children are the most vulnerable in our society.
- At re-induction each year (as of 2027), all our Housing staff review and sign off on the MHDC Working with Children Child Safe Code of Conduct; the MHDC Child Safety and Wellbeing Policy; and the MHDC Reportable Conduct Scheme Policy and Procedure.

- **MHDC Jymbi Centre (Family Wellbeing and PaCE) -**

- Our staff are informed about our obligations as a Child Safe Organisation. They understand that our aged and our children are the most vulnerable in our society.
- At re-induction each year (as of 2027), all our Jymbi Centre staff review and sign off on the MHDC Working with Children Child Safe Code of Conduct; the MHDC Child Safety and Wellbeing Policy; and the MHDC Reportable Conduct Scheme Policy and Procedure.
- Our families and their Jajum cultural, physical and emotional safety are informed by the Mununjali Way, in all aspects of our client care and program/group work.

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- We work alongside our families to build strong, safe, and nurturing home and community environments.
- We encourage feedback, both negative and positive and recognise the importance of this in the continuous improvement of the work we do.
- **Culturally Safe Disclosures:** If a young person or jarjum discloses harm and/or misconduct regarding a worker or contractor, our staff are trained to receive that information in a trauma-informed, culturally safe manner that does not risk further trauma or marginalises their or their family's access to MHDC services.
- We strive to have Cultural and age-appropriate information about our services; policies; grievances; and reporting systems available and easily accessible to all.

Reportable Conduct Scheme (RCS)

Our Obligations

Mununjali Housing and Development Company (MHDC) is committed to ensuring the safety of our jarjum. As an entity under Queensland law, MHDC also holds statutory obligations under the QLD Reportable Conduct Scheme. The reportable Conduct Scheme (RCS) in Queensland is a legal framework requiring organisations to report, investigate, and manage allegations of misconduct by workers that pose a risk of harm to children. Definition of Reportable Conduct.

Reportable Conduct includes allegations, suspicions, or convictions against a worker involving:

- **Child sexual offences:** Criminal sexual abuse such as assault, grooming, or producing/exploiting child sexual material.
- **Sexual misconduct:** Inappropriate behaviour that does not meet the criminal threshold, such as sexualised jokes, comments, gestures.
- **Ill-treatment:** Improper and cruel treatment including excessive discipline, degrading behaviour, or humiliation.
- **Significant neglect of a child:** Reckless or deliberate failure to meet a child's basic needs, causing harm or risk of harm.
- **Physical violence:** Non –trivial physical force or assault, causing harm or risk of harm.
- **Significant emotional or psychological harm:** Actions causing serious trauma or developmental harm, such as sustained verbal abuse or intimidation.

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MHDC's Reportable Conduct Reporting Procedure.

1. **Immediate Internal Report:** Any worker who suspects or receives an allegation of reportable conduct must report it to the MHDC General Manager or Senior Manager immediately and complete the MHDC Reportable Conduct Incident Form. The MHDC General Manager must notify the Queensland Family and Child Commission (QFCC) within 7 days of the incident.
2. **Case overview and initial intake:** The General manager and Senior Manager/s begin the overview of the case.
3. **Risk Management and Threshold assessment:**
4. **Statutory Notifications.** Statutory bodies are contacted and informed. An external investigator will be engaged.
5. **Investigation and outcome tracking:** The investigation will occur until an outcome is reached. Once this has occurred the General manager is to provide a final report to QFCC. This report is to be completed within 30 days of when first being made aware of the incident.

If there is a Breaching regarding this Policy.

Failure to comply with this policy constitutes serious misconduct.

Individuals - It may result in disciplinary action, termination of employment or engagement, fines, and/or referral to QPS or Blue Card Services.

Company – fines; loss of funding; legal action.

Associated MHDC Policies and the reporting form.

- MHDC Reportable Conduct Policy and Procedure.
- The MHDC Child Safety and Wellbeing Policy.
- MHDC Child and Youth Risk Management Policy and Procedure..
- The MHDS Mandatory Reporting and Reportable Conduct Reporting Form.

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Version History.

Policy – MHDC Child Safety and Wellbeing Policy	Reviewed on	Reasons for Review	Reviewed by and When	Next Review Date
Version #1	20/03/2026	New Policy required by CSO legislation	GM CFO WHSO QA – 20/03/2026	23/03/2027
Version #2	19/05/2026	Review and update as per the QLD Child Safe Standards	GM CFO WHSO QA – 24/06/2026	24/06/2027

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