
Child Safety, Wellbeing, Safeguarding and Responding to Disclosures Policy

Date: March 2026.

Responsible Person: Principal Psychologist/ Sole Trader: Jessica Kane.

1. Purpose

Brisbane Psychologists is committed to creating a warm, safe, and supportive environment where children and young people feel respected, heard, and protected. This policy outlines how child safety, wellbeing, cultural safety, and safeguarding responsibilities are embedded in all aspects of our practice, including face-to-face and telehealth services.

2 Scope

This policy applies to all psychological services delivered to children, young people, and any associated legal guardian/ parent once consent for service is in place.

Psychological services by the sole trading psychologist include:

- face-to-face sessions
- telehealth sessions
- communication with legal guardians, parents, and /or carers
- assessment, therapy, and reporting of results
- letters
- wrap around care with stakeholders

As a sole-trading psychologist, the Responsible Person named above is the accountable person for implementing and reviewing this policy.

3 Principles

Brisbane Psychologists is guided by the following principles:

- Children's safety and wellbeing come first.
- All children have the right to feel safe, respected, and included.

- Cultural safety is essential, especially for Aboriginal and Torres Strait Islander children.
- Children's voices matter, and their views are sought and respected.
- Families, carers and guardians are partners in supporting child safety and wellbeing.
- Transparency and accountability guide all safeguarding decisions by the sole trading Psychologist.

Furthermore, Brisbane Psychologists upholds the principles within this policy by aligning with the:

- Child Safe Organisations Act 2024.
- Reportable Conduct Scheme (from 1 July 2026).
- Child Protection Act 1999 (QLD).
- Domestic and Family Violence Protection Act 2012 (Qld).
- Psychology Board of Australia, AHPRA & APPI, and Psychologist Code of Conduct (2025).
- Inclusion Australia (<https://www.inclusionaustralia.org.au/>).

4. Commitment to the Child Safe Standards

Brisbane Psychologists aligns with the 10 Child Safe Standards. Below is an outline of how we as a sole trading psychologist uphold each of the standards.

4.1 Standard 1: Child safety is embedded in leadership, governance & culture:

- As a psychologist, our training, experience, and professional regulations mean that child safety is central to all decisions and service delivery.
- The practice of a Psychologists includes regular supervision and reflective practice to ensure child wellbeing, safety, and safeguarding is regularly considered and ethically managed.
- This policy is reviewed by the Responsible Person every two years or sooner if legislation changes.

4.2 Standard 2: Children are safe, informed, and participate:

Brisbane Psychologists ensures that clients who are children and young people:

- Receive information about their rights in clear, age-appropriate language (see Appendix A for examples),
- Are invited to share their views about therapy, goals, and ways to keep them safe,

- Are supported to express concerns or discomfort in child and young people friendly ways, including accommodations for any language disorder or impairment (e.g., visuals, use of a communication device) (see Appendix A for examples).

4.3 Standard 3: Families and communities are informed and involved by:

- Being provided clear explanations of services, consent, and confidentiality (see Appendix A for examples),
- Wrap Around Care being offered with existing supports and services,
- Where consent facilitates, open communication occurs to support the wellbeing of children and young people,
- Serious concerns for risk or child safety being passed over to relevant people for risk management and safety planning,
- Information about how to raise concerns or make a complaint are included in the consent for service form, website, and policies,
- Use of respectful and inclusive practices by the sole trading psychologist including respect for cultural, linguistic, gender, and family diversity needs.

4.4 Standard 4: Equity, diversity & cultural safety:

As a sole trading psychologist, we extend services with:

- Request to learn and understand about any cultural, linguistic or diversity needs of clients and their families,
- The Rights of Clients of Australian Psychologists being referenced in the Info Pack and Consent for Service Form,
- Link to Inclusion Australia (<https://www.inclusionaustralia.org.au/>) being referenced in policies and within the Info Pack and Consent for Service Form,
- Facilitate culturally safe environments including for Aboriginal and Torres Strait Islander children and young people, including options for having a support person when attend when completing Consent for Service documentation,
- Adapt communication and receive feedback about extending care that meets the needs of neurodivergent children, children with disability, and children with communication differences,
- Respect cultural, linguistic, gender, and family diversity needs, and request feedback about any barriers to participation so these can be explored and addressed where appropriate.

4.5 Standard 5: People working with children are suitable:

- The Responsible Person maintains current AHPRA registration, current Blue Card and current NDIS Worker Screening Clearance.
- If contractors or subcontractors are engaged, the Responsible Person will ensure copy is shared of AHPRA registration, current Blue Card, and current NDIS Worker Screening Clearance.

4.6 Standard 6: Child-focused complaints process:

As outlined on our website (www.brispsych.com.au), Info Pack and Consent for Service Form signed at the onset of services, and in our Policies, children and families can raise concerns through:

- Direct feedback to the psychologist in session,
- Sharing or giving feedback or concerns on the check in form used at the start of the therapy session (see Appendix A for a copy).
- Emailing admin@brispsych.com.au,
- Phone contact via 04165 502 772,
- Written feedback via our website at www.brispsych.com.au/contact.

As a service, we approach feedback and complaints in a professional manner, including:

- Responding to in a respectful manner,
- Taking the concerns seriously,
- Documenting concerns on the secure two-factor authentication client management system (Halaxy),
- Reviewing in deidentified ways in peer and clinical supervision,
- Sharing information to clients on pathways for further follow up (e.g., OIAC, AHPRA, NDIS).

4.7 Standard 7: Responding to child abuse

Brisbane Psychologists will:

- take all concerns or disclosures seriously,
- respond promptly,
- follow mandatory reporting obligations,
- document concerns accurately and securely in the online secure client management system (Halaxy),

- where allowed to by law and where safe, offer support to the child and family through the process,
- maintain professional boundaries at all times.

4.8 Standard 8: Staff training & supervision

As a sole practitioner:

- The Responsible Person completes professional development as per Psychologist AHPRA registration requirements. This includes keeping of professional development records for 5 years.
- Furthermore, child safeguarding matters are discussed in peer and clinical supervision that is regularly required as part of Psychologist AHPRA registration requirements.

4.9 Standard 9: Physical and online environments

Brisbane Psychologists ensures child safe environments are planned for and considered in the below ways:

Physical environment:

- therapy spaces are safe, private, and child-friendly,
- risks are identified and managed,
- emergency contacts are confirmed at initial, intake, or first session,
- emergency procedures are in place by the rented office space.

Telehealth environment:

- identity and location of the child and guardian are verified at the start of the call,
- emergency contacts are gathered at initial, intake, or first session,
- risks of telehealth are outlined within the Consent for Service form,
- the platform is secure and privacy-compliant (Microsoft Teams),
- the parent has been informed that the child requires a safe, private space for the session,
- a plan is in place for managing emergencies or disclosures including if the session cuts out.

4.10 Standard 10: Review and continuous improvement

As mentioned above and in the footer of this document:

- This policy is reviewed every two years or sooner if required.

- Feedback from children and families gained across service delivery is used to inform service improvements.
- Safeguarding practices are updated in line with legislation, guidance from peer or clinical supervision, and best practice recommendations shared by professional bodies including the Australia Association of Psychologists (AAPi), NDIS, and Inclusion Australia.

5 Responding to Concerns or Disclosures:

As a sole trading psychologist, the requirements of responding to disclosures of risk and safety is outlined with the Consent for Service form that is signed and provided to clients at the onset of services.

Furthermore, the service will:

- Take all concerns or disclosures seriously and respond promptly.
- Follow mandatory reporting obligations under state-law.
- Document concerns accurately and securely in the client management system (Halaxy).
- Discuss concerns with the child (where appropriate) in a supportive and age-appropriate manner if legally allowed and safe to do so.
- Report to relevant authorities as required.
- Where allowed by law and if safe to do so, support the child and family through the process.

6. Mandatory Reporting

Concerns of significant harm will be reported to:

- Emergency Services (000) for immediate danger.
- Relevant Child Safety for the state the child resides within (numbers listed below).

7. Reportable Conduct Scheme (from 1 July 2026)

The below procedures and scope are for the purpose to prevent, identify, report, and investigate reportable conduct by any worker (including contractors or subcontractors).

What is Reportable Conduct?

Reportable conduct by a worker (including contractors or subcontractors) of the service relates to concern raised for their conduct:

- Child sexual offences,
- Sexual misconduct (e.g., boundary violations, sexualised comments),
- Ill-treatment (cruel, degrading, humiliating behaviour),
- Significant neglect,
- Physical violence,
- Behaviour causing significant emotional or psychological harm to a child.

Who can raise a concern of Reportable Conduct?

Reportable conduct concerns about a worker (including contractors or subcontractors) of the service may be raised by clients, parents or guardians, or external parties to the service.

How can reportable conduct concerns be raised?

- Where possible, reportable conduct concerns by a worker of Brisbane Psychologists should be sent in writing to the “head of the entity” which is:
 - Jessica Kane - Principal Psychologist/ Responsible Person:
 - email (admin@brispsych.com.au),
 - or in writing via our website (www.brispsych.com.au/contact).
- If the Reportable conduct concern raised is about the Principal Psychologist, the relevant Child-Safe Oversight Body relevant to the Clients State (see contact details below) can be directly contacted given the conflict of interest.

What will happen after a concern of Reportable Conduct is made?

Following a Reportable Conduct concern being raised in writing to the Principal Psychologist, the following will occur by their role:

- Assess the allegation contained within the written record,
- Investigate and discuss in deidentified ways within peer or clinical supervision,
- Discuss whether continuity of care is needed, and referrals being provided to the client for ongoing psychological support.
- Make findings on the whether the reportable conduct reported is a conduct named within the Reportable Conduct Scheme (E.g., report of child sexual offences, report of sexual misconduct, report of physical violence),
- Document the process on the secure online management system (Halaxy) under filing of 'Reportable Conduct Scheme (from 1 July 2026)' and the related client record (if safe to do so and not accessible by the reported worker).
- Provide outcome of the findings to the relevant Child-Safe Oversight Body relevant to the Clients State (see contact details below), and follow their recommendations.

In regards to record management, the records will be in the first instance stored securely given the sensitive and confidential client information. This will be under a section of 'Reportable Conduct' on the online management system (Halaxy) that is only accessible to the Principal Psychologist (and not to contractors), and may be added to the client record if safe to do so and not accessible by the reported worker:

- Allegation reports
- Investigation notes
- Findings
- Actions taken
- Copy of the notification and returned contact from the relevant Child-Safe Oversight Body relevant to the Clients State (see contact details below).

8. Risk Management

The Consent for Service form signed at the onset of service, privacy policy, and website detail how the service extends risk management including for:

- one-to-one sessions,

- privacy for telehealth,
- consent for legal or family law court processes with caregivers,
- sending of documentation and privacy.

The service also provides information in the Consent for Service form signed at the onset of service about how emergencies are to be managed, including by providing a copy of the below emergency contacts support card:



 Brisbane Psychologists **My Emergency Support Card** 

Below is a list of in person, online and telephone options in case needing urgent emergency supports or crisis mental health support:

- Present to your local Hospital Emergency Departments.
- Emergency Services (Police, Fire, Ambulance): 000.
- Contact '1300 MH CALL' (1300 642 255): This is a confidential mental health telephone triage service that provides the first point of contact to public mental health services to Queenslanders. More info is available here: <https://www.qld.gov.au/health/mental-health-and-wellbeing/how-to-get-help>.
- Kids Helpline (for young people aged 5 up to age 25): 1800 55 1800 & www.kidshelpline.com.au.
- Lifeline: 13 11 14 or <https://www.lifeline.org.au/>.
- eHeadspace: 1800 650 890 or <https://headspace.org.au/online-and-phone-support/>.
- Parentline (QLD): 1300 30 1300 or <https://parentline.com.au/>.
- Beyond Blue: 1300 224 636 or <https://www.beyondblue.org.au/>.
- 13 YARN: 13 92 76 or <https://www.13yarn.org.au/> and talk with an Aboriginal or Torres Strait Islander Crisis Supporter.
- MensLine Australia: 1300 78 99 78 or <https://mensline.org.au/>.
- Suicide Call Back Service: 1300 659 467 or suicidecallbackservice.org.au.
- Domestic Violence Connect (DV Connect): 1800 811 811 or <https://www.dvconnect.org/>.
- 1800 RESPECT: 1800 737 732 or <https://1800respect.org.au/>.

 Phone: 0416 502 772 Email: admin@brispsych.com.au Website: www.brispsych.com.au 

9. Feedback and complaints

The Consent for Service form signed at the onset of service, privacy policy, and website detail how feedback or complaints can be made, including the below.

9.1 Services Feedback or Complaint:

If you have any questions or concerns about services received, please feel welcome to firstly raise these with the Psychologist so that the concerns can be explored within the

Email: admin@brispsych.com.au
Phone: 0416502772
Website: www.brispsych.com.au
ABN: 88478623400

context of your ongoing support. We also welcome concerns to be raised as they occur or within the next session so please feel welcome to raise these as needed.

If you would like to make a complaint, you are able to do so by contacting us either by phone (04165 502 772), email (admin@brispsych.com.au), or in writing via our website (www.brispsych.com.au/contact).

If you have concerns about the conduct of your psychologist, you may contact AHPRA - Australian Health Practitioner Regulation Agency (AHPRA) at www.ahpra.gov.au. Otherwise concerns about your information can be directed to the Office of the Australian Information Commissioner (OAIC) at <https://www.oaic.gov.au/>.

10. Contact Information

Emergency services including police:

- 000.

Child-Safe Oversight Bodies per State:

QLD:

Family and Child Commission:

- <https://www.qfcc.qld.gov.au/>
- PO Box 15217 Brisbane City East QLD 4002
- Phone: 07 3900 6000

New South Wales:

Office of the Children's Guardian (OCG)

- <https://ocg.nsw.gov.au>
- Locked Bag 5100, Parramatta NSW 2124
- 02 8219 3600

Victoria:

Commission for Children and Young People (CCYP)

- <https://ccyp.vic.gov.au> (ccyp.vic.gov.au in Bing)
- Level 18, 570 Bourke Street, Melbourne VIC 3000
- 1300 782 978

Email: admin@brispsych.com.au

Phone: 0416502772

Website: www.brispsych.com.au

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South Australia:

Department for Child Protection (Oversight & Standards)

- <https://www.childprotection.sa.gov.au> (childprotection.sa.gov.au in Bing)
- GPO Box 292, Adelaide SA 5001
- 131 478

Western Australia:

Commissioner for Children and Young People WA

- <https://www.ccyp.wa.gov.au> (ccyp.wa.gov.au in Bing)
- PO Box 8469, Perth Business Centre WA 6849
- 08 6213 2297

Tasmania:

Commissioner for Children and Young People Tasmania

- <https://www.childcomm.tas.gov.au> (childcomm.tas.gov.au in Bing)
- GPO Box 708, Hobart TAS 7001
- 03 6166 1366

Australian Capital Territory:

ACT Human Rights Commission (Children & Young People Commissioner)

- <https://www.hrc.act.gov.au> (hrc.act.gov.au in Bing)
- GPO Box 158, Canberra ACT 2601
- 02 6205 2222

Northern Territory:

Office of the Children's Commissioner NT

- <https://occ.nt.gov.au> (occ.nt.gov.au in Bing)
- GPO Box 40596, Casuarina NT 0811
- 1800 700 250

State-based Child Safety Contact Details:

QLD:

- Brisbane and Moreton Bay 1300 682 254

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- Sunshine Coast and Central Queensland 1300 703 762
- Far North Queensland 1300 684 062
- North Queensland 1300 706 147
- South East (Logan, Gold Coast and Bayside) 1300 679 849
- South West (Darling Downs) Toowoomba 1300 683 390
- South West (West Moreton) Ipswich 1800 316 855
- Child Safety After Hours Service Centre on 1800 177 135 if outside business hours.
- Child Protection Guide:
<https://secure.communities.qld.gov.au/cpguide/engine.aspx>

NSW:

- Child Protection Helpline: 13 21 11
- <https://reporter.childstory.nsw.gov.au/s/mrg>

Victoria (VIC):

- 1300 598 521 (North)
- 1300 555 526 (South)
- 1300 360 452 (East)
- 1300 360 462 (West)
- 13 12 78 (statewide after hours)

South Australia (SA):

- 13 14 78 (Child Abuse Report Line – CARL)

Western Australia (WA):

- 1800 273 889 (Central Intake Team)
- 1800 199 008 (Crisis Care)

Tasmania (TAS):

- 1800 000 123 (Strong Families Safe Kids Advice & Referral Line)

Northern Territory (NT):

- 1800 700 250 (24/7 Child Protection Hotline)

Australian Capital Territory (ACT):

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- 1300 556 729 (Public)
- 1300 556 728 (Mandated reporters)
- 1300 556 729 (After Hours Crisis Services)
- childprotection@act.gov.au

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Reviewer	Responsible Person Jessica Kane phone (04165 502 772), email (admin@brispsych.com.au), or in writing via our website (www.brispsych.com.au/contact).

Appendix A: Examples of our Services Accessibility for Children & Young People

SEEING THE PSYCHOLOGIST (HANDOUT FOR AGES 7-11)



1. WHAT IS A PSYCHOLOGIST?
 A psychologist is a grown-up who helps kids and their grown-ups with things like feelings. Their job is like a coach or teacher, and they aim to help you with grow and learn new things, especially to make life less tricky or overwhelming.

2. WHAT HAPPENS IF I VISIT A PSYCHOLOGIST?


- You and your grown-up will come into the office together.
- You get to choose where to sit, and once you feel comfortable, your grown-up will go wait in the wait room.
- The Psychologist will learn about you, including what you like and what is easy or tricky for you. The Psychologist will then help you learn about feelings, new coping skills, or ideas for home and school to make it less overwhelming for you.
- At the end of the visit, you will get to choose something you want to do for free time like:
 - Playing with toys, cars, playdough, building blocks, or Lego.
 - Arts and crafts or drawing.

3. WILL THEY TELL MY PARENTS WHAT I SAY?
 You can decide if there are things you want to keep private. The psychologist will also ask if there are things you have practiced with you in your visit so that your grown-up can help you use those ideas at home and school as well. You can ask the psychologist questions about your privacy any time too!


What about if I share an unsafe secret?
 If you share that you are in danger or someone is going to be hurt or is in danger & unsafe, the psychologist will need to tell other grown-ups so that you are not dealing with it alone.

4. AND REMEMBER...

- It's okay to ask questions,
- need a break or ask for a drink,
- share if something feels too loud, bright, or busy
- share how you feel and what you need!



Your Rights, Your Privacy!



Understanding Consent & Confidentiality

This fact sheet is for young people aged 12-18 and explains how Brisbane Psychologists will get your consent for seeing them. To give this consent, we want to make sure you understand how Psychologists are required to keep your personal health information private including details about your care, treatment, and wellbeing.

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Confidentiality


Confidentiality means that what you share to a Psychologist is kept private and just used to help you in therapy.

I may share what you have told me if....

- You give me permission to share with others.
- You share an 'unsafe secret':
 - You are in danger or unsafe.
 - You say you are hurting yourself or plan to.
 - I am worried about something serious & unsafe that is happening to you or someone else.

If this happens, I have to make sure other grown-ups know what's going on so you or others are safe.

Do you have any questions?



Therapy Check In Form

1. Rate how you are feeling today:

Max of emotions	Calm	Stressed	Anxious	Sad	Overwhelmed	Something else
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2. Pick out how different parts of your life have been since we last met:

Instructions: Add a dash or circle an area below to rate how life at school, with friends, and how you have been over the past week or so. There are no right or wrong answers, and you can even check no spots on the scale if you need.

Friendships	_____
School	_____
Mental Wellbeing (thoughts, feelings, & coping)	_____
Sleep	_____
Hobbies/ Interests	_____
Home & Family	_____
Work (if applicable)	_____

3. Tick any boxes below if you would like to do today:

Instructions: You can tick as many boxes as you like. It is also perfectly okay if you choose the option for 'Not Sure' and we can do things in your session today that I plan:

Talk about something in particular....	Share a problem/s	Practice new coping strategies
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ask for advice	Feel understood	Do something hands on
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Make something	Not sure/ I don't know	Help with something serious
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Give feedback	Ask a question	Something else
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>