



GUIDE 8: DEFENCE YOUTH PROTECTION EVENT OR INCIDENT MANAGEMENT

This guide provides information on appropriate management of a youth protection event or incident. By following the guidance, personnel will be equipped to ensure compliance with relevant policies and regulations.

This guide aims to help personnel:

- a. identify unacceptable behaviour
- b. classify and contextualise a youth protection event/incident
- c. initiate Defence response to managing a youth protection event/incident
- d. comply with external reporting requirements for Defence
- e. effectively conduct a work health and safety investigation for a youth protection event/incident

This guide should be read in conjunction with the Defence [Youth Manual](#).

Identifying unacceptable behaviour

Unacceptable behaviour in the Defence youth protection context is behaviour that, having regard to all of the circumstances, would be considered: unlawful; offensive, belittling, abusive or threatening to youth and/or adverse to their morale, health, safety and wellbeing; or otherwise not in the interests of Defence.

Definitions of unacceptable behaviour can be found in [Enclosure 1](#) for context specific information on youth protection during activities or incidents.

Classifying and contextualising a youth protection event/incident

The classification and contextualisation of a youth protection event/incident is a five-step process in which the impact on youth, perceived intent, nature and context of the event/incident are considered. The process is shown on the pages that follow.

Note: The event/incident class selected in step four may be changed at any time, for example, if facts obtained during any investigation changes the assessments made during steps one to three.



STEP 1 - IMPACT ON YOUTH

Using the descriptors below, identify the highest impact on involved youth as a direct result of a youth protection event/incident.

Min Class	Impact on Youth
A	Severe Impact on Youth Child abuse (including the sub categories mentioned in step 3) and/or other very serious misconduct that results in a fatality, serious injury or severe stress/trauma requiring hospital admission and/or ongoing medical/psychological or other professional support.
B	Major Impact on Youth Persistent sexual harassment and/or sex/gender discrimination or other serious misconduct that results in serious injury or major stress/trauma requiring medical/psychological attention and/or professional support
C	Minor Impact on Youth Isolated sexual harassment or other misconduct that results in minor injury or stress/trauma requiring first aid/youth mental health first aid and/or local support
D	Negligible Impact on Youth Inappropriate sexual remark or other misconduct that does not result in injury but causes negligible stress/trauma

STEP 2 - PERCEIVED INTENT

Using the descriptors below, identify the perceived intent of youth protection event/incident directed towards involved youth.

Min Class	Perceived Intent
A	Severe Intent The intent was to seriously harm or exploit the youth for personal benefit
B	Major Intent The intent was to cause ongoing harm or stress to the youth
C	Minor Intent The intent was to cause isolated harm or stress to the youth
D	No Intent There was no intent to cause harm or stress to the youth



STEP 3 - NATURE OF YOUTH PROTECTION EVENTS/INCIDENTS

Using the descriptors below, identify the nature of the youth protection event/incident. Consider the relevant context, including whether:

- there was a real or perceived power imbalance or whether the incident involved adult on youth or youth on youth
- where appropriate, the unacceptable behaviour/misconduct has been persistent or is isolated

Min Class	Nature of Youth Protection Events/Incidents		
	Sexual Misconduct Adult on Youth	Other Misconduct Adult on Youth	Youth Conduct Youth on Youth
A	<ul style="list-style-type: none"> • Child Abuse# Includes: <ul style="list-style-type: none"> ○ Child Sexual Abuse ○ Sexual Exploitation ○ Grooming ○ Unacceptable Sexual Relationship • Child Exploitation Material 	<ul style="list-style-type: none"> • Child Abuse# includes: <ul style="list-style-type: none"> ○ Physical Abuse ○ Emotional/Psychological Abuse ○ Neglect (Severe, Persistent and Isolated) ○ Exposure to Family/Domestic Violence • Abuse of Power and Authority • Prohibited Substance Offence or Use, or Alcohol Offence • Classify other misconduct based on steps 1 & 2 	<ul style="list-style-type: none"> • Physical Assault/Abuse (Significant) • Sexual Assault/Abuse (Significant)
B	<ul style="list-style-type: none"> • Sexual Harassment (Persistent) • Sex/Gender Discrimination 	<ul style="list-style-type: none"> • Physical Harassment (Persistent) • Emotional Harassment (Persistent) • Other Discrimination (Persistent) • Bullying or Alcohol Indiscretion • Youth Protection Policy Breach (Significant) or Classify other misconduct based on steps 1 & 2 	<ul style="list-style-type: none"> • Physical Assault/Abuse (Major) • Sexual Assault/Abuse (Major) • Code of Conduct Breach (Significant)
C	<ul style="list-style-type: none"> • Sexual Harassment (Isolated) 	<ul style="list-style-type: none"> • Physical Harassment (Isolated) • Emotional Harassment (Isolated) • Other Discrimination (Isolated) • Youth Protection Policy Breach (Major) or Classify other misconduct based on steps 1 & 2 	<ul style="list-style-type: none"> • Physical Assault/Abuse (Minor) • Bullying (Major) or Alcohol Offence • Code of Conduct Breach (Major) • Youth Protection Policy Breach (Significant)
D	<ul style="list-style-type: none"> • Inappropriate Sexual Remark 	<ul style="list-style-type: none"> • Inappropriate Non-Sexual Physical Contact • Inappropriate Non-Sexual Remark • Youth Protection Policy Breach (Minor) or Classify other misconduct based on steps 1 & 2 	<ul style="list-style-type: none"> • Bullying (Minor) or Alcohol indiscretion • Code of Conduct Breach (Minor) • Youth Protection Policy Breach (other)

- Child abuse includes a number of sub-categories in the sexual misconduct and other misconduct columns

Refer to [Definitions of Unacceptable Behaviour in a Defence Youth Protection Context](#)



STEP 4 – YOUTH PROTECTION EVENT / INCIDENT CLASS

Select the highest event classification determined in steps one to three; this is the overall event classification.

STEP 5 – YOUTH PROTECTION EVENT/INCIDENT CONTEXT

Select whether the youth protection event/incident occurred in a Defence or family/community context.

Defence context If answer 'Yes' to ANY of the following	Community or family/domestic context If answer 'Yes' to ALL of the following:
<ul style="list-style-type: none">• Did the alleged youth protection event/incident occur within the defence environment?• Is the victim Defence APS youth or ADF (excluding ADF Cadets)?• Is the respondent an ADF or APS employee, or contractor/volunteer/visitor to Defence?	<ul style="list-style-type: none">• Did the alleged youth protection event/incident occur outside the Defence environment?• Is the victim a civilian (APS member or non-ADF)?• Is the respondent a member of the community with no association with Defence?



Initial responses for managing a youth protection event/incident

Initial responses to a youth protection event/incident must focus on the victim as well as the safety of all participants.

The table below details the initial response actions required if a youth protection event/incident occurs.

Objective	Actions	Examples
1. Make victim safe	Ensure the victim is safe from further danger	Administer first aid as required.
	Remove immediate risks/threats	Separate victim from respondent.
	In the event of an emergency, notify emergency services (000)	As appropriate, notify service police, civilian police and/or ambulance.
	Provide initial support and information	Acknowledge the victim's concerns and reassure them you are there to assist them. Engaging with victims and survivors of child sexual abuse guide
	De-escalate the situation	Remain calm and in control. Regulate your breathing with slow deep breaths. Be aware of your body language – do not cross your arms or take an aggressive stance. Provide clear instructions.
2. Provide additional support to the victim as required	Notify next of kin as appropriate	Contact emotional support (parent/guardian or other support person) in accordance with Defence privacy guidelines. If the activity is held in collaboration with another organisation, inform the point of contact, where appropriate according to Defence privacy guidelines.
	Arrange additional professional and/or local support	Contact chaplaincy, psychological support and/or workplace behaviour advisor.



	Empower the victim	Ask the victim what support they require. Suggest appropriate options e.g. do they want to call a parent/go home/sit in a quiet space.
3. Record notes for incident reporting purposes	Apply judgement of when to take notes, being mindful that youth health and wellbeing is always paramount	List the key events: who is involved/what happened/where/when/actions taken
4. Ensure wider youth safety of program/activity	Preserve wellbeing of other youth	Appear calm and composed. Speak with youth in a low toned voice using a slow pace. Acknowledge that youths may feel anxious, worried or other feelings of distress. Validate their feelings.
	Consider suspending or altering the activity	Contact parents/guardians to collect youth or inform them of the new collection time/location. If the activity is held in collaboration with another organisation, inform the point of contact.
	Secure and safeguard the environment	Restrict access to the area to preserve evidence and prevent further risks.
	Review youth privacy and security arrangements	Conduct a quick assessment of youth privacy and security protocols.



External to Defence reporting contact information

Commanders, managers and supervisors are also responsible for ensuring mandatory, external to Defence reporting requirements for youth protection incidents are met. This may include reporting directly to state or territory police and child protection or other government authorities.

Class A or B events/incidents will require external reporting.

Note some Class C and D events/incidents will meet the reporting threshold for some states and territories.

If in doubt, report and follow the advice of the Joint Military Police (JMPU), civil police and/or child protection agency as appropriate.

Do not contact parents or guardians if a parent, guardian or other family member is the respondent.

Police. Call the police immediately on **000** if you believe a youth is in immediate danger or in a life-threatening situation.

If you believe an offence has been committed, notify the police on **131444**.

Jurisdiction	Police website
ACT	www.afp.gov.au
NSW	www.police.nsw.gov.au
Queensland	www.police.qld.gov.au
South Australia	www.police.sa.gov.au
Victoria	www.police.vic.gov.au
Tasmania	www.police.tas.gov.au
Western Australia	www.police.wa.gov.au
Northern Territory	www.pfes.nt.gov.au

Child and youth protection/welfare agencies and support services

Child and youth protection welfare agencies assess and investigate reports of possible child abuse. There are a number of professions who are mandated to report suspicions of child abuse, such as teachers, doctors and nurses. Anyone who has reasonable grounds for suspecting that a child or young person is being neglected or abused should report it.

See [Enclosure 2](#) for contact details for the various agencies and support services available across Australian jurisdictions.

Mandatory reporting information

All Defence personnel (APS and ADF), contractors, volunteers, visitors and ADF cadet members are mandated to report suspected cases of child abuse and neglect to government authorities.

Mandatory reporting information relevant to all states and territories can be obtained from [Mandatory reporting of child abuse and neglect | Australian Institute of Family Studies \(aifs.gov.au\)](http://www.aifs.gov.au).



Checklist of information to report

When making a report to civil police, JMPU or a child protection agency you should provide as much information as possible, but only if readily available and/or on file.

The information listed below is suggested as a guide only.

Youth	<ul style="list-style-type: none">• Name and age• Disabilities, mental or physical health issues• Current location and safety status• Any other significant/relevant factors
Alleged Abuse/ Unacceptable Behaviour	<ul style="list-style-type: none">• Dates/times• Nature of abuse/unacceptable behaviour
Notifier	<ul style="list-style-type: none">• Name, occupation• Location, contact details• Relationship to youth• Grounds for belief, present/prior concerns
Family	<ul style="list-style-type: none">• Composition, parent/carer information• Family awareness of report

Youth protection work health and safety investigation

Investigation of youth protection incidents is a critical aspect for improving safety. This section provides information on how to conduct Work Health and Safety investigations after a youth protection incident occurs in a Defence environment.

Youth protection events/incidents that occur within the Defence environment must be investigated to:

- a. identify contributing factors
- b. implement effective controls and track to completion
- c. prevent/minimise the recurrence of an event.

Youth protection event/incident work health and safety (WHS) investigations are to be conducted in accordance with the relevant Defence and/or group/service WHS event investigation policy and must include the specific youth protection requirements outlined in this guide.

If a youth protection incident occurs in a Defence environment, the Work Health and Safety investigation must be reported through Sentinel.

[Sentinel Guide - Youth Protection Events](#).

Sentinel event reporting information for non-DRN users can be found here:

<https://www.defence.gov.au/about/governance/work-health-safety>



Youth protection event WHS investigation planning

The following factors must be considered when preparing a WHS investigation into a youth protection event/incident:

Appointing authority. The appointing authority (AA) for a WHS investigation should be determined in accordance with Table 1.

WHS investigator qualifications. The AA should appoint a WHS investigator with qualifications and experience appropriate to the class of event/incident, as defined in Table 1¹. The WHS investigator should engage appropriate subject matter expert support where required.

Terms of Reference. The Terms of Reference (ToR) for all classes of event/incident WHS investigation should align with the ToR defined by the relevant group/service WHSMS for an equivalent WHS event investigation, as defined in Table 1. To determine The AA should tailor and issue ToR for WHS investigations as appropriate. The WHS investigator should consult and keep the AA informed throughout the investigation. WHS investigators must not apportion blame or make recommendations for criminal, disciplinary and/or administrative action.

Event /Incident Classification	Appointing Authority	Investigator Type	WHS Investigator Qualifications and ToR templates	Investigation Report
Class A	2* Equivalent Commander/ Manager ²	External/ Independent to Unit	As per Group/Service WHSMS policy for Level 2 or 3 Investigation as appropriate	Within 90 days of appointment
Class B	1* Equivalent Commander/ Manager ³	External/ Independent to Unit	As per Group/Service WHSMS policy for Level 2 Investigation	Within 60 days of appointment
Class C	Local Commander/ Manager	Local Commander/ Manager discretion	As per Group/Service WHSMS policy for Level 1 Investigation	Within 30 days of appointment
Class D	Local Commander/ Manager	Local Commander/ Manager discretion	As per Group/Service WHSMS policy for Level 1 Investigation	Within 15 ⁴ days of appointment

Table 1: Youth Protection Event/Incident WHS Investigation Requirements

¹ Investigation levels are described in [WHS Incident Investigation Policy](#)

² The applicable 2* commander/manager may delegate AA responsibility to a subordinate independent commander/manager depending on the circumstances of the event/incident.

³ The applicable 1* commander/manager may delegate AA responsibility to a subordinate independent commander/manager depending on the circumstances of the event/incident.

⁴ 30 days for ADF Cadet Organisations



Conduct of a youth protection event WHS investigation

Investigation priority. Any criminal/disciplinary investigation or administrative inquiry being undertaken takes primacy. An independent WHS investigation should be conducted as soon as possible and may occur concurrently with other investigations/inquiries.

Police investigation primacy. Any civil police and/or Joint Military Police Unit investigation into alleged criminal/unacceptable behaviour must take primacy. WHS investigators must ensure that they do not compromise the outcome of these police investigations. WHS investigators must not interview the victim(s), alleged respondent(s) or other involved persons/witnesses that the civil police and/or Joint Military Police Unit may rely on for evidence.

Interviews⁵. WHS investigators of Class A events/incidents must not interview involved or affected youth without obtaining approval from the AA. The AA should not give approval before ensuring that the appropriate agencies have been consulted. This includes, but is not limited to, the [Sexual Misconduct Prevention and Response Office \(SeMPRO\)](#), civil police and/or Joint Military Police Unit. The AA should also consult the parents/guardians of involved youth as appropriate⁶ to obtain their permission to interview youth. A parent/guardian or other support person acceptable to the youth should be present when interviewing youth.

WHS investigation report. The WHS investigator should submit a WHS investigation report to the AA within the timeframe defined in Table 1. For Class A and Class B events/incidents, the WHS investigation report may be a standalone written report that is subsequently attached to the WHS event record in Sentinel. The outcome of all classes of WHS investigations, including recommendations/actions, must be entered/reported in Sentinel.

Youth protection event WHS investigation closure

Preventing recurrence. The AA must, as soon as practicable, consider the WHS investigation report and accept, modify, reject and/or add any actions/ recommendations as appropriate. The AA must ensure that all actions/ recommendations are implemented/tracked to completion and any lessons learned are communicated and reviewed.

In considering holistic youth protection outcomes, the AA should consider any evidence or recommendations, when available, from other criminal/disciplinary investigations or administrative inquiries that may require action.

Privacy

All information collected and used in relation to youth protection event/incident WHS investigation must be managed in accordance with the privacy requirements outlined in the Defence Youth Manual.

Further assistance

For further information and assistance contact youth.protection@defence.gov.au

Enclosures:

1. Unacceptable Behaviour Definitions
2. Contact Details for Child and Youth Protection / Welfare Agencies

⁵ There is strict guidance on the conduct of youth interviews. See [GADMMAN and the Administrative Inquiries Manual](#).

⁶ In the case of ADF personnel under 18, their permission should be sought prior to contacting a parent or guardian.

Enclosure 1

Unacceptable behaviour definitions

Unacceptable Behaviour	Definition
Child Abuse (Criminal Offence)	Child Abuse , which relates to abuse of a person under the age of 18 years (youth), is intended to have its broadest meaning and includes child sexual abuse or other sexual exploitation , including grooming and unacceptable sexual relationship ; physical abuse ; emotional/psychological abuse ; neglect ; and exposure to family/domestic violence .
Child Sexual Abuse (Criminal Offence) Child sexual abuse is inclusive of sexual assault and non-assaultive sexual offences, as defined by the Australian and New Zealand Society of Criminology (ANZSOC).	<p>Child Sexual Abuse refers to the spectrum of coercive and harmful sexual acts perpetrated against children and young people (youth). Such acts include indecent assaults, penetrative assaults (oral, vaginal, and anal), and the production or possession of child exploitation material. Child sexual abuse also includes grooming and unacceptable sexual relationship. Sexual abuse may not always include physical sexual contact and can also include non-contact offences including:</p> <ul style="list-style-type: none"> • talking to a youth in a sexually explicit way and sexual advances • sending sexually explicit messages or emails to a youth • exposing a sexual body part to a youth • forcing a youth to watch a sexual act (including showing pornography to a youth) • having a youth pose or perform in a sexual manner (including youth Sexual Exploitation) • Stalking, voyeurism and peeping-tom <p>Child sexual abuse does not always involve force. In some circumstances a youth may be manipulated into believing that they have brought the abuse on themselves, or that the abuse is an expression of love, through a process of grooming.</p>



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Unacceptable Behaviour	Definition
Sexual Exploitation (Criminal Offence)	Sexual Exploitation is the actual or attempted abuse of a position of vulnerability, differential power, or trust for sexual purposes including, but not limited to, profiting monetarily, socially, or politically from sexual exploitation of another.
Child Exploitation Material (Criminal Offence)	Child Exploitation Material is anything that represents: <ul style="list-style-type: none">• the sexual parts of a child• a child engaged in an activity of a sexual nature• someone else engaged in an activity of a sexual nature in the presence of a child
Grooming (Criminal Offence)	<p>Grooming is when an adult:</p> <ul style="list-style-type: none">• communicates (by words and/or conduct) with a youth with the intention of exploiting youth vulnerabilities to facilitate a youth's engagement in sexual conduct• communicates with a person who has responsibility for care, supervision or authority over a youth with the intention of grooming the youth in their care. Such persons can include parents, stepparents, legal guardians, carers, teachers, employers and sports coaches. <p>Grooming includes actions deliberately undertaken with the intention of befriending and establishing an emotional connection with a youth in order to lower their inhibitions and facilitate sexual conduct. Grooming may also be used to prevent or discourage youth from disclosing sexual misconduct/abuse, create disbelief to a disclosure, or discredit a youth who discloses sexual misconduct/abuse.</p> <p>Communication technologies such as online gaming, instant messaging, email, voice over internet protocol, social media and mobile phones can be used for some time to facilitate virtual contact before the respondent arranges a physical meeting.</p> <p>Examples of grooming behaviours may include:</p>



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Unacceptable Behaviour	Definition
	<ul style="list-style-type: none">• giving gifts or special attention to a youth or their parent/carer, which can make a youth feel special or indebted to an adult• controlling a youth through threats, manipulation, force or use of authority, which can make a youth fearful to report unwanted behaviour• making close physical contact, such as inappropriate tickling and wrestling.
Unacceptable Sexual Relationship (Criminal Offence)	<p>Unacceptable Sexual Relationship is any sexual relationship between a youth, regardless of whether or not they are over the age of consent, and any adult who has responsibility for the care, supervision, safety and/or well-being of the youth including, commanders, managers, supervisors, instructors, health professionals, pastoral carers, counsellors and guardians of youth.</p> <p>Note that:</p> <ul style="list-style-type: none">• a youth under the age of 16 cannot consent to any sexual activity• a youth over the age of 16 but under the age of 18 cannot consent to any sexual activity with any person who is in charge of their care, safety or wellbeing.
Physical Abuse (Criminal Offence)	<p>Physical Abuse is any:</p> <ul style="list-style-type: none">• infliction of physical violence on a youth by any person that causes significant injury/harm• physical injury/harm to a youth that results or could result from the failure of a parent, carer or guardian to adequately protect a youth by exposing them to extremely dangerous or life-threatening situations.• physical abuse includes beating, shaking, kicking, strangling, scalding, burning, poisoning, suffocating and assaulting with weapons.



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Unacceptable Behaviour	Definition
Emotional/Psychological Abuse (Criminal Offence)	Emotional/Psychological Abuse is when a youth is repeatedly rejected, isolated or frightened by threats and includes hostility, derogatory name-calling and put-downs, and persistent coldness from a person, to the extent that the youth suffers, or is likely to suffer, emotional or psychological harm to their physical or developmental health.
Neglect (Severe - Criminal Offence)	<p>Neglect is a failure to provide youth with an adequate standard of nutrition, medical care, clothing, shelter, hygiene or supervision. Neglect may place the youth's immediate safety and development at serious risk, or may not immediately compromise the safety of the youth, but is likely to result in longer term cumulative harm.</p> <p>Neglect can be:</p> <p>Isolated, where the neglect is one-off, trivial in nature, temporary and/or accidental</p> <p>Persistent, where the neglect is more than trivial in nature, continual and/or prolonged</p> <p>Severe, where the neglect is recurring and/or enduring to the extent that the youth's health, safety and/or development is, or is likely to be, significantly affected.</p>
Exposure to Family/Domestic Violence (Criminal Offence)	<p>Family/Domestic Violence is abusive behaviour by a person towards a family member that may include:</p> <ul style="list-style-type: none">• physical violence or threats of violence• verbal abuse, including verbal threats• emotional or psychological abuse• sexual abuse• financial abuse• social abuse• spiritual abuse <p>Family/domestic violence can be technologically facilitated.</p>



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Unacceptable Behaviour	Definition
	<p>Exposure to family/domestic violence is when a youth is a witness to, or otherwise exposed to the effects of, Family/Domestic Violence.</p> <p>Family/Domestic violence towards a youth and exposure to family/domestic violence constitutes child abuse.</p>
Abuse of Power or Authority (Criminal Offence)	<p>Abuse of Power or Authority is the inappropriate or unethical use of power or authority attributed to rank and/or position to harass, bully or discriminate a subordinate. Abuse of power or authority can constitute a criminal offence.</p>
Sexual Harassment (Persistent – Civil Offence)	<p>Harassment is unwanted or unwelcome behaviour that a reasonable person, having regard to all the circumstances, would consider offensive, insulting, humiliating or intimidating.</p> <p>Sexual harassment is unwanted or unwelcomed sexual behaviour, which does not constitute sexual abuse, that a reasonable person, having regard to all the circumstances, would consider offensive, insulting, humiliating or intimidating.</p> <p>Sexual harassment includes:</p> <ul style="list-style-type: none">• leering/staring• insults of a sexual nature• sexually offensive comments, innuendo, jokes or gestures• sexual comments or questions about a person's sexual appeal or activities. <p>Sexual harassment can be isolated (one-off) or persistent in nature.</p>



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Unacceptable Behaviour	Definition
Sex/Gender Discrimination (Civil Offence)	Sex/Gender Discrimination is when a person is treated less favourably than another person in the same or similar circumstances because of that person's sex/gender, characteristics of that person's sex/gender, or assumed characteristics of that person's sex/gender.
Inappropriate Sexual Remark	An Inappropriate Sexual Remark is an isolated sexual remark that is minor in nature and/or not intended to be offensive, insult, humiliate or intimidate but is inappropriate in a youth environment. For example, a one-off inappropriate sexual joke or comment that lacked judgement.
Physical Harassment (Persistent – Civil Offence)	Physical Harassment is unwanted or unwelcome physical contact/behaviour that a reasonable person, having regard to all the circumstances, would consider offensive, insulting, humiliating or intimidating which may impact the physical health of the person. Physical harassment includes slapping, pulling or hitting. Physical harassment can be isolated (one-off) or persistent in nature, constituting physical Bullying .
Bullying (Civil Offence)	Bullying is a persistent, unreasonable pattern of behaviour directed towards a person or group of persons, which may create a risk to health and safety, including a risk to the emotional, mental or physical health of the person(s). Bullying is classified as persistent harassment and can be physical or emotional .
Inappropriate Non-sexual Physical Contact	Inappropriate Non-sexual Physical Contact is unintentional and/or isolated minor unwanted or unwelcome non-sexual physical contact that is not intended to be offensive, insult, humiliate or intimidate but is inappropriate in a youth environment. For example, one-off contact that lacked judgement.



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Unacceptable Behaviour	Definition
Emotional Harassment (Persistent – Civil Offence)	Emotional Harassment is when a youth is subjected to unwanted or unwelcome behaviour that a reasonable person, having regard to all the circumstances, would consider offensive, insulting, humiliating or intimidating and includes: acts of teasing, meanness or spite; derogatory comments, jokes and gestures; mutual arguments and disagreements (where there is no power imbalance); and disliking someone or social rejection. Emotional harassment can be isolated (one-off) or persistent in nature, constituting emotional bullying or cyberbullying
Cyberbullying (Civil Offence)	Cyberbullying is the use of information and communication technologies for deliberate hostile behaviour directed at a selected person with an intention to harm, belittle, harass, insult or molest, and can include: <ul style="list-style-type: none">• sending offensive, abusive or insulting texts or emails to the person• posting offensive, abusive or insulting messages about the person• assuming the identity of the person and representing them in a negative manner or manner that may damage their reputation and relationship with others.
Inappropriate Non-sexual Remark	An Inappropriate Non-sexual Remark is an isolated remark that is minor in nature and/or not intended to be offensive, insult, humiliate or intimidate but is inappropriate in a youth environment. For example, a one-off inappropriate joke or comment that lacked judgement.
Other Discrimination (Civil Offence)	Other Discrimination , which excludes sex/gender discrimination , is when a person or group of people are treated less favourably than others because of their: <ul style="list-style-type: none">• identity, race, culture or ethnic origin• religion• physical characteristics• marital, parenting or economic status• age or• ability or disability.



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Unacceptable Behaviour	Definition
	<p>Discrimination interferes with the legal right of all people to be treated fairly and have the same opportunities as everyone else.</p> <p>Discrimination may be isolated (one-off) or persistent in nature.</p>
Prohibited Substance Offence (Criminal Offence)	<p>A Prohibited Substance is a narcotic substance as defined in the Customs Act 1901, section 1, section 2, section 3 and section 5 on the prohibited substance list, The World Anti-Doping Code Prohibited List and Benzodiazepines including temazepam (normison), diazepam (valium), flunitrazepam (rohypnol) and oxepan (serapax) or any other substance determined to be a prohibited substance by the CDF.</p> <p>Prohibited Substance Offence is possessing, dealing, or administering to others a prohibited substance, including instances of food or drink spiking, trafficking or selling any prohibited substance, or knowingly associating with individuals who use or are otherwise involved with prohibited substances.</p>
Prohibited Substance Use (Criminal Offence)	<p>Prohibited Substance Use is when a person administers to himself or herself, or causes or permits to be administered, a prohibited substance.</p>
Alcohol Offence (Criminal Offence)	<p>An Alcohol Offence is the unlawful supply of alcohol to youth and/or consumption of alcohol by youth in a licensed premises or public location where the civil police have been involved, or supply of alcohol to youth while in the care of Defence.</p>
Alcohol Indiscretion	<p>An Alcohol Indiscretion is where a youth has consumed alcohol but the civil police have not been involved, or an adult has consumed alcohol or is under the influence of alcohol during a Defence Youth Program activity.</p>



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Unacceptable Behaviour	Definition
Youth Protection Policy Breach	<p>Youth Protection Policy Breach is the failure to implement or comply with youth protection policy, process, procedure or practice defined in Defence, group/service, command and/or unit orders, instructions, publications (OIP) or manuals.</p> <p>A Policy Breach can be:</p> <p>Significant, where the breach relates to mandatory youth protection risk controls defined in the Defence Youth Protection Management System</p> <p>Major, where the breach relates to context specific youth protection risk controls</p> <p>Minor, where the breach relates to administration.</p>
Youth-on-Youth Unacceptable Behaviour	<p>Youth-on-Youth Unacceptable Behaviour is any complaint, allegation or incident of unacceptable behaviour of a youth towards another youth.</p>



Enclosure 2

Contact details for child and youth protection/welfare agencies

Jurisdiction	Agency	Contact details
Australian Capital Territory	Child and Youth Protection Services	https://www.communityservices.act.gov.au/ocyfs/children/child-and-youth-protection-services 1300 556 729
New South Wales	Communities and Justice	https://www.facs.nsw.gov.au/families 132 111
Queensland	Department of Child Safety, Seniors and Disability Services	Department of Child Safety, Seniors and Disability Services (dcssds.qld.gov.au) 1800 811 810
South Australia	Department Child Protection	Department for Child Protection 131 478
Victoria	Department of Families, Fairness and Housing	DFFH Services 131 278 (After hours number). During business hours search the link for the different regions within the State and their contact number.
Tasmania	Department of Education, Children and Young People	Safe children (decyp.tas.gov.au) 1800 000 123
Western Australia	Department of Communities	Child protection (www.wa.gov.au) 1800 273 889
Northern Territory	Department of Territory Families, Housing and Communities – NT Child Protection	Northern Territory Child Protection 1800 700 250



Support services

Organisation	Summary of Services	Contacts
Defence specific services		
Defence Youth Protection	Provides advice and guidance related to youth protection in Defence contexts.	youth.protection@defence.gov.au
SeMPRO	Victim-focused care to Defence personnel, ADF cadets and ADF adult volunteers who have been affected by an incident of sexual misconduct. SeMPRO will operate in a trauma-informed manner to deliver best-practice support to those affected by sexual misconduct, as well as those who are supporting them.	www.defence.gov.au/sempro/ 1800 736 776
Joint Military Police Unit	The Joint Military Police Unit is the primary contact for all Defence policing matters, providing general duties policing and investigative capability to the ADF including youth protection matters.	131167⁷
Comcare	Comcare must be notified if a youth protection event/incident involves a fatality, serious injury or illness or a dangerous incident as defined in the WHS Act 2011 Sections 36 and 37.	1300 366 979
EAP	Provides Defence employees, ADF cadets and ADF adult volunteers with confidential phone counselling & digital support 24/7 in Australia & overseas.	https://eapassist.com.au 1300 687 327
All-hours Support Line	The All-hours Support Line (ASL) is a confidential telephone service for ADF members and their families that is available 24 hours a day, seven days a week.	1800 628 036
Open Arms	Provides free and confidential mental health assessment and counselling for Australian veterans and their families.	https://www.openarms.gov.au/ 1800 011 046
Safe Zone Support (hosted by Open Arms)	Free anonymous counselling line for all current and ex-serving ADF personnel, veterans and their families. It is available 24 hours a day, 7 days a week.	1800 142 072
Defence Member and Family Support	Provides a range of services, assistance and resources to support ADF members and their families.	https://www.defence.gov.au/ADF-members-families 1800 624 608

⁷ JMPU 24/7 Hotline



Youth specific services		
Kids Helpline	Free, private and confidential, telephone and online counselling service specifically for young people aged between 5 and 25 and parents/carers.	kidshelpline.com.au 1800 55 1800
Reachout	An online service for young people to chat anonymously and receive support.	https://about.au.reachout.com/home
Headspace	Mental health support and information for young people	https://headspace.org.au/ 1800 650 890
Crisis support services		
Lifeline	Confidential 24-hour crisis support service for people to access support or talk through issues they are facing.	www.lifeline.org.au 13 11 14
Suicide Call Back Service	Provides immediate telephone counselling and support in a crisis for ages 15 plus.	suicidecallbackservice.org.au 1300 659 467
1800RESPECT	The National Sexual Assault, Family & Domestic Violence Counselling Line for any Australian who has experienced, or is at risk of, family and domestic violence and/or sexual assault.	www.1800respect.org.au 1800 737 732
First Nations support service		
13 Yarn	For Aboriginal and Torres Strait Islander people of all ages, who are going through a tough time and feel like having a yarn.	https://www.13yarn.org.au/ 13 92 76
Other support services		
Beyond Blue	Provides information on depression, anxiety and related disorders, available treatments and referrals to relevant services.	www.beyondblue.org.au 1300 22 4636
Relationships Australia	Support groups and counselling on relationships and for abusive and abused partners.	www.relationships.org.au 1300 364 277
Bravehearts	Provides information or support regarding child sexual assault.	www.bravehearts.org.au 1800 272 831
Blueknot	For adults who have experienced childhood trauma.	www.blueknot.org.au 1300 657 380
Mensline	A professional telephone and online support and information service for Australian men.	www.mensline.org.au 1300 78 99 78