
	PUFFING BILLY RAILWAY	Document Number ETRB P 007
	 Child Safety & Wellbeing Reporting and Response Procedure	

Suspected criminal child abuse must be reported to Victoria Police or the Department of Health and Human Services as soon as possible. Call 000 if a child is in immediate danger.

1. Introduction

Puffing Billy Railway (PBR) is committed to being a child safe organisation. Puffing Billy Railway requires that all concerns and suspicions and allegations relating to the health, safety and wellbeing of children and young people be reported. Any one person who raises a concern or makes an allegation should feel confident, comfortable, and supported in doing so. All children, young people, parents, caregivers, and visitors who raise a concern relating to the health, safety and wellbeing of a child or young person must be listened to and taken seriously.

These procedures support the *Child Safety & Wellbeing Policy* (ETRB PO 020).

2. Purpose

These procedures outline the appropriate process to be followed by all persons when raising safety concerns and suspicions and allegations relating to the health, safety and wellbeing of children and young people at PBR. Further, these procedures set out how PBR will respond to and investigate reported matters.

3. Scope



These procedures apply to:

- children, and parents/guardians of children and visitors who attend Puffing Billy Railway premises or otherwise have contact with the organisation; and
- employees, volunteers, sub-contractors, and all others engaged to work at Puffing Billy Railway - PBR workers, known in this procedure as workplace participants.

4. Compliance

All PBR workplace participants who form a reasonable belief that a child or young person's health, safety or wellbeing is at risk or that a child or young person has been harmed must initiate and comply with these procedures.

Breaches of the *Child Safety and Wellbeing Code of Conduct* must also be reported. Failure to do so may result in disciplinary action and, in serious cases, termination of your employment or volunteer engagement. Breaches of a suspected criminal nature will be reported to the relevant authorities including Victoria Police. In some circumstances, it is a criminal offence to fail to report known or suspected abuse. Where a matter is subject to investigation or inquiry, relevant stakeholders will be advised of the outcome and findings.

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5. Procedure

5.1 Identifying risks of harm and abuse

5.1.1 OH&S Risks

Depending on the age and stage of development, children and young people face different and unique risks in the PBR environment. All identified risks relating to the health, safety and wellbeing of children and young people must be reported in accordance with the Incident Defect Reporting procedure.

5.1.2 Indicators of the risk of or actual harm and abuse

The following information has been sourced from the Victorian Government Indicators of Abuse (Resource 4b).

Physical violence occurs when a child suffers or is likely to suffer harm from a non-accidental injury or injuries inflicted by another person. Physical violence can be inflicted in many ways, including beating, shaking, burning or use of objects.

Physical indicators include (but are not limited to):

- unexplained bruises, burns or welts.
- fractured bones, sprains, or dislocation.
- cuts, grazes, or scratches.
- ligature or bite marks
- bald patches or hair missing in tufts
- missing or loosened teeth
- poisoning or medication overdose



Behavioural indicators include (but are not limited to):

- inconsistent, vague, or unlikely explanations of an injury.
- wariness, fear, or distrust of adults.
- avoidance of physical contact
- disproportionate reactions or limited emotion displayed when hurt or threatened
- wearing clothing that is unsuitable for the weather conditions (to hide injuries)
- unexplained absences and decline in academic performance
- substance abuse, self-harm, or suicide attempts.

Sexual offences occur when a person involves a child in sexual activity, or deliberately puts the child in the presence of sexual behaviours that are exploitative or inappropriate to his/her age and development. Child sexual abuse can involve a range of sexual activity including fondling, masturbation, penetration, voyeurism, and exhibitionism. It can also include exposure to or exploitation through pornography or prostitution, as well as grooming behaviour.

Physical indicators include (but are not limited to):

- bruising, bleeding, or discharge from the genital or rectal area.
- signs of pain, itching, or discomfort in the genital or rectal area.
- presence of sexually transmitted diseases

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- frequent urinary tract infections
- pregnancy (actual or suspected)
- self-mutilation.

Behavioural indicators include (but are not limited to):

- displaying age-inappropriate sexual behaviour or knowledge
- promiscuity or inappropriate expressions of affection
- sudden fears of specific places or particular adults
- obsessive and compulsive washing
- complaining of headaches, stomach pains, or nausea.
- sleeping difficulties
- poor self-care or personal hygiene
- regressive behaviours such as bedwetting and speech loss
- substance abuse, self-harm, or suicide attempts.

Serious emotional or psychological abuse occurs when harm is inflicted on a child through repeated rejection, isolation, or by threats of violence. It can include derogatory name-calling, put-downs, or persistent and deliberate coldness from a person to the extent where the child's behaviour is disturbed and/or their emotional development is at serious risk of being impaired. Serious emotional or psychological abuse could also result from conduct that exploits a child without necessarily being criminal, such as encouraging a child to engage in inappropriate or risky behaviours.



Physical indicators include (but are not limited to):

- delays in emotional, mental, or physical development.
- speech impairments such as stuttering or being selectively mute
- rocking, thumb-sucking, or other infantile behaviours.
- eating disorders.

Behavioural indicators include (but are not limited to):

- exhibiting high anxiety or symptoms of stress
- poor self-image or low self-esteem
- displaying aggressive, demanding, or attention-seeking behaviour.
- compulsive lying or stealing
- unexplained mood swings or depression
- poor social and interpersonal skills
- excessive neatness or cleanliness
- substance abuse, self-harm, or suicide attempts.

Serious neglect is the continued failure to provide a child with the basic necessities of life such as food, clothing, shelter, hygiene, medical attention, or adequate supervision, to the extent that the child's health, safety, and/or development is, or is likely to be, jeopardised. Serious neglect

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can also occur if an adult fails to adequately ensure the safety of a child where the child is exposed to extremely dangerous or life-threatening situations.

Physical indicators include (but are not limited to):

- *frequent hunger or signs of malnutrition*
- *poor personal hygiene*
- *appearing dirty and unwashed*
- *lack of adequate or suitable clothing*
- *unattended health problems*
- *appearing pale and weak*
- *inadequate shelter or unsanitary living conditions.*

Behavioural indicators include (but are not limited to):

- *stealing or begging for food*
- *aggressive or self-destructive behaviour*
- *involvement in criminal activity*
- *poor, irregular, or non-attendance at school.*
- *refusal or reluctance to go home*
- *limited positive interaction with parents, carers, or guardians.*
- *poor academic performance*
- *substance abuse.*



The following information has been sourced from the Department of Education and Training 'PROTECT' Resource.

Grooming *is when a person engages in predatory conduct to prepare a child or young person for sexual activity at a later time. Grooming can include communicating and/or attempting to befriend or establish a relationship or other emotional connection with the child or their parent/carer.*

Young people are often 'groomed' before they are sexually abused. At first, they may be tricked into thinking they are in a safe and normal relationship so they may not know it's happening or may feel they have no choice but to be abused. It may be hard to identify when someone is being groomed until after they have been sexually abused, because grooming behaviour can sometimes look like 'normal' caring behaviour, however this is not always the case.

Examples of grooming behaviour may include:

- *giving gifts or special attention to a child or young person, or their parent or carer, making the child or young person feel special and/or indebted to an adult.*
- *making close physical contact sexual, such as inappropriate tickling and wrestling/play fighting.*
- *openly or pretending to accidentally expose the victim to nudity, sexual material, and sexual acts (this in itself is classified as child sexual abuse but can also be a precursor to physical sexual assault).*

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- *controlling a child or young person through threats, force, or use of authority making the child or young person fearful to report unwanted behaviour.*

PBR acknowledges that some children and young people are more vulnerable to harm or abuse, such as those who identify as Aboriginal or Torres Strait Islander, those from culturally and linguistically diverse backgrounds, those living with disability and those who identify as LGBTQIA+.

5.2 Responding to Complaints, Allegations, Incidents or Disclosures



Complaints, allegations, incidents, and disclosures are received through the following ways at PBR:

- Incident Defect Report (IDR)
- Child Safety Incident Report form
- In Person
- Mail
- Phone
- Email
- ETRB Website
- Social media ETRB
- Social media third parties

Whilst it is the role of Child Safety Advisor to be the primary point of contact for all child safety concerns, it is possible that anyone at PBR may become aware of an incident.

When responding to complaints, allegations, or disclosures (especially from children and young people), the following principles apply:

Listen	<ul style="list-style-type: none"> • <i>Move to a suitable environment, free of distractions.</i> • <i>Be calm and patient—allow for the child or young person to be heard.</i> • <i>Let the child or young person use their own words—avoid asking leading questions.</i> • <i>Avoid “quizzing” the child or young person about details of the abuse.</i> • <i>Don’t be afraid of saying the “wrong” thing.</i> • <i>Listening supportively is more important than what you say.</i>
Reassure	<ul style="list-style-type: none"> • <i>Reassure the child or young person that it is OK that they have told you what’s been happening.</i> • <i>Address any concerns about the child or young person’s safety.</i> • <i>Reassure the child or young person that he or she is not at fault, and not the cause of any distress you may feel.</i>
Respect	<ul style="list-style-type: none"> • <i>Respect that the child or young person may only reveal some details.</i> • <i>Acknowledge the child or young person’s bravery and strength.</i> • <i>Avoid making promises you can’t keep—manage the child or young person’s expectations.</i>

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	<ul style="list-style-type: none"> • <i>Explain to the child or young person that in order for them to be safe you will need to report their experience to someone else.</i>
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Source - <https://aifs.gov.au/cfca/sites/default/files/disclosure-infographic.pdf>

What not to do in responding to a disclosure.

- Do not ask a lot of probing questions to try and find out details
- Do not promise the victim/survivor you will keep their confidence
- Do not try and force them to disclose information – let them guide what they tell you
- Do not interview or interrogate the complainant
- Do not contact the subject of the allegation

It is essential that the recipient of a complaint, concern, or disclosure must record their interaction, utilising the following principles:

- **Assess** – consider the immediate safety, wellbeing, and needs of the complainant and if the situation is an emergency, call 000.
- **Record it** – workplace participants who receive a complaint, concern, or allegation must case note their conversations, observations, and actions as soon as practicable.
- **Write in the first person** – When case noting a complaint or concern, it is important that those who read the content you have recorded should be able to determine who did what, why, when, to whom, and how this occurred.
- **Identify each concern** – note each point raised by the complainant and identify what has been alleged to have occurred. A detailed description of the incident or concern and those people involved directly or indirectly can help with preliminary assessment and decision making.
- **Accuracy** – Accuracy of information ensured that we are able to capture what an individual has stated and provides an opportunity to demonstrate where information may alter, change, or vary.

5.3 Reporting



5.3.1 Lodging a Report - Workplace Participants

To lodge a report of known or suspected child related harm, workplace participants must complete the *Child Safety Incident Report Form (ETRB F 022)* as soon as practicable and submit this form to PBR via the safety team who will record in the incident management system where it will be escalated in accordance with the risk categories as defined within the *Incident Management Policy*). Information from your case notes described above will assist you in completing this report.

Where a report involves suspected criminal conduct, workplace participant must also report the matter to Victoria Police on 113 344. Where there is an immediate risk of harm to the child or young person, call 000.

Where a report involves the reasonable belief that a child has suffered or is likely to suffer significant harm as a result of abuse or neglect, and that their parent has not protected or is unlikely to protect the child from harm of that type, the Department of Families, Fairness, and Housing must be notified as soon as practicable.

Where a report involves a Worksafe Victoria serious notifiable incident, this must be reported within 24 hours.

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PBR will provide support and assistance to workplace participants in completing reporting processes, including but not limited to access to the Employee Assistance Program (EAP) for free counselling services.

5.3.2 Lodging a Report – Visitors

Visitors and community members, including children and young people, can report concerns to PBR via methods prescribed in section 5.2 of this procedure. PBR will provide support and assistance to service users and the community in making a report. In circumstances where the reporter is a child or young person, a PBR Child Safety Advisor or a PBR Child Safety Ambassador will provide support and assistance proportionate to their needs, ability, and requirements noting the impact of vulnerability.

When a service-user reports suspected criminal conduct, they are to be advised that they must also report the matter to Victoria Police on 113 344. Where there is an immediate risk of harm to the child or young person, call 000. PBR will follow up with Victoria Police in all instances to ensure that the service user report has been made.

Where a service user reports the reasonable belief that a child has suffered or is likely to suffer significant harm as a result of abuse or neglect, and that their parent has not protected or is unlikely to protect the child from harm of that type, they are to be advised that they must notify the Department of Families, Fairness, and Housing as soon as practicable. PBR will follow up with the Department of Families, Fairness, and Housing in all instances to ensure that the service user report has been made.

Where a report involves a Worksafe Victoria serious notifiable incident, PBR must report this immediately as per Worksafe requirements.



5.4 PBR Management of Reports

Reports of known or suspected child related harm are subject to the following process.

5.4.1 Notifications

Complaints, allegations, incidents, and disclosures can be received in various ways that ensure people with a range of needs can be catered for. The lodgement process will be simple to follow and ensure those providing information will understand what the next steps are. The Safety Team will actively assist individuals to navigate the notification processes. Complaints, allegations, incidents, and disclosures can be received in the following ways, including but not limited to:

- Incident Defect Report (IDR)
- Child Safety Incident Report form
- In Person
- Mail
- Phone
- Email
- ETRB Website
- Social media ETRB
- Social media third parties

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Information on how people including children and young people can lodge complaints, allegations, incidents, and disclosures will be made available on ETRB’s website and other appropriate mediums.

5.4.2 Puffing Billy Railway Incident Management System (IMS)

Complaints, allegations, incidents, and disclosures are to be recorded in the Puffing Billy Railway incident management system (PBR IMS). As part of this process, basic key word matching will be applied to assist in triage prioritisation.

5.4.3 Incidents will be triaged

All complaints, allegations, incidents, and disclosures are required to be triaged by the Safety Team to ensure appropriate classification according to priority (in accordance with the risk categories 1, 2, and 3 as defined in the Incident Management Policy) and the level of response and/or investigation that may be required.



Where a report involves suspected criminal conduct, a workplace participant must also report the matter to Victoria Police on 113 344. Where there is an immediate risk of harm to the child or young person, call 000

An incident notification is to be entered into the IMS by the Safety Team immediately of notification if the incident falls within Category 1 (Safety including child safety and rail safety, Compliance and Environment).

In the event of a Category 1 emergency, the relevant stakeholders need to be informed immediately in accordance with the incident escalation process with the formal IMS incident administration to be completed as soon as practicable.

5.4.4 Incident Escalation

For all category 1 incidents that relates to Children and Young People, with the potential to become a matter of public interest; potential for the loss of public confidence; or involve contentious issues, the Chief Executive Officer (CEO) and the Group Manager Business Services must be informed immediately. The CEO must then immediately inform the Chair of the Board and contact relevant regulatory bodies, the Department and/or Minister.

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5.4.5 Incident Dashboard and Reporting

Periodic reporting based on appropriateness of each report to the relevant stakeholders and their security access profile will be produced in a timely manner.

5.5 Investigations & Inquiries

All investigations involving children should be child-focused and trauma-informed. In order to ensure a child-focused investigation occurs, it must be fair, equitable, and objective for all parties, and ensure that the child or young person remains at the centre of the investigative and interviewing process. A failure to provide a child-focused investigation may result in the focus of the child's best interests being lost and consequently a lack of protective action being taken to ensure the safety of the child or young person.

All allegations, complaints and concerns will be subject to review and action. Where a perceived or actual conflict of interest is identified in relation to an investigation (for example, where a respondent is a relative or friend of PBR leadership), the investigation will be outsourced to an appropriately skilled and credentialed organization. For more information, please see the *Conflict of Interest Policy*.

5.5.1 Principles of Investigation



Procedural Fairness

All staff and volunteers who are the subject of an allegation are entitled to receive natural justice, otherwise referred to as procedural fairness. The investigator must ensure that they conduct a 'fair' and 'reasonable' investigative process. This can be demonstrated by ensuring that the subject of allegation is:

- put on notice of the nature and scope of the allegations
- provided with a letter of allegation prior to any interview being undertaken
- has a reasonable opportunity to give their side of the story
- is provided with an opportunity to have a support person present with them
- is provided with an opportunity to respond to the allegations and any relevant evidence that has been obtained during the investigation
- is made aware of the consequences of the investigation if any adverse findings are made
- has a reasonable opportunity to respond to the relevant evidence
- the responses provided by the subject of an allegation are considered by the investigator before any final decision is made.

Procedural Fairness does not mean that the organisation must tell the subject of allegation immediately after they become aware of an allegation of misconduct in the context of a child safety matter. Consideration should include:

- the subject of allegation does not need to be told about allegations when the organisation is first notified or that allegations are clearly able to be proved as false (for example, the subject of allegation was on holidays at the time the alleged incident occurred)
- careful consideration must be given to when the subject of allegation should be told about an allegation to ensure the investigation is not compromised but remains procedurally fair.

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At times, Victoria Police may require that PBR not advise the subject of the allegation about the complaint – in such circumstances, PBR must ensure that confidentiality is maintained at all times.

In cases whereby a decision is made not to inform the subject of allegation, a legal consultation is recommended as to ensure the safety of the alleged victim/s and the integrity of the investigation.

Privacy and Confidentiality

All details of an investigation must be kept confidential unless there is an evidence informed reason or safety concern. All parties involved either directly or indirectly must be informed that details of the investigation are to be kept confidential, other than cases where:

- psychological support by an appropriate and qualified person is required
- Legal advice by a legal practitioner is required
- Management of ongoing risks to child and young people is undertaken

Privacy and confidentiality protect the integrity of the investigation, and the investigative process, and reduce the potential for evidence obtained to be contaminated. Privacy and Confidentiality also creates trust and safety for all parties, this is important as safety will promote the likelihood of engagement and communication with the investigator and encourage witnesses to coming forward and share information.

Puffing Billy Railway Privacy Policy must also be complied with.



5.5.2 Planning an Investigation

Planning an investigation is one of the most important elements of an investigation, a failure to plan an investigation will result in an absence of evidence informed investigative practice and decision making. Planning your investigation includes determining:

- scope
- priorities
- lines of inquiry
- evidence
- identifying and managing abuse and organisational risk
- key actions, reporting, and consultation pathways.
- supporting roles and functions
- details of how the child or young person will be included and supported throughout the investigation process.
- The main purpose of the complaint’s procedure is to address the complainant's concerns, to resolve the complaint, and to help identify any changes needed to improve practice.
- a thorough and detailed first response will help minimise the risk of the complainant asking for clarification, and therefore the risk of any further concerns or incidences.
- The tone of your response needs to be professional, supportive, and measured using the principles outlined in the table as set out in section 5.2 of this procedure.

5.5.3 Conducting an Investigation

In cases where a decision has been made to conduct an evidence-based investigation. The investigator must determine a finding of substantiated or unsubstantiated. In order to reach a finding, the investigator must gather evidence related to the allegations and detail this in an evidence register. Investigators must remember that

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they and decision makers involved in the investigation are not bound by the same standards of proof that apply in court proceedings. The investigators obligation is to comply with any and all requirements as set out in relevant legislation, codes of conduct, or other rules and with procedural fairness requirements as detailed in 8.1.

Evidence can be:

- Oral/Interviews (verbal account)
- Documentary evidence (records)
- Electronic evidence (images and electronic communication)
- Expert Evidence (technical advice provided by a subject matter expert)
- Site or Environmental inspection (walk through where an incident occurred)

Once evidence is collated it is important to ensure that the evidence register is reviewed and updated and all information and documentation is managed securely, with access only provided to approved persons detailed in the investigation plan referenced.

In cases where a child or young person is being interviewed by PBR, consideration should be given to the experience of the interviewer, training of the interviewer, the nature of the allegation or complaint, and the complexity of the matter. Complex investigations must only be completed by a trained investigative interviewer.



5.5.4 Closing an Investigation

Once an investigation has reached its conclusion, an accurate, clear, and evidence informed investigation report must be completed, the investigation outcome communicated to all relevant parties considering privacy and confidentiality of all involved.

The Investigation Report

This report should provide any person who reads the report an understanding of how the investigation has been conducted and clearly demonstrate how evidence was obtained and informed findings that are fair and reasonable. The investigation report should detail:

- the scope of the investigation
- details of decisions made during and at the conclusion of the investigation, including a clear and evidence informed rationale.
- details of those involved in the assessment and decision-making processes
- any evidence collected and the analysis of this evidence including evidence that was contrary to the subject of the complaint and evidence that was deemed not valid for exploration and why.
- clear details of how evidence was weighted and why
- any recommendations relating to the investigation, or for PBR on an organisational level.
- A copy of the witness list and Evidence Register
- A copy of the final risk assessment and whether any ongoing risk management is required regarding staff, volunteers, or children and young people.
- Storage of the investigation report will be managed in accordance with PBR Information Management Storage Guidelines.

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5.5.5 Findings & Outcomes

It is important to ensure that the decision maker understands that they are not obliged to notify the subject of allegation of provision findings but that doing so can promote and enhance demonstration of procedural fairness in cases where there is any perceived deficiency or inconsistency in the submission of findings and that communicating these provision findings does not result, is risk or harm to a child or young person.

PBR must consider how the details and findings of the investigation will be communicated to children and young people. PBR must seek to understand:

- *Will the child or young person need support understanding the information?*
- *What is the best way for PBR to communicate with the child or young person?*
- *Will the child or young person require ongoing support or assistance from PBR? Are there any cultural matters or vulnerability factors that need to be considered?*
- *Will the child or young person require assistance to access support services outside of PBR?*
- *What support, engagement, and communication is required for the family/caregiver of the child or young person?*

Once findings have been made, a decision is then made by PBR as to the action that will be taken. PBR will ensure that these actions are proportionate to the findings detailed in the investigation report and that all actions necessary are determined and handed down with the child at the centre. Relevant stakeholders will be informed of the findings of inquiries, reviews, and investigation as required and in accordance with organisational policies and procedures relating to privacy and confidentiality. The wellbeing of all persons involved in an investigation (such as the subject of allegation, investigator, manager, or colleagues) will be offered support through the Employee Assistance Program (EAP).

Where an action will have a direct impact on the child or young person, the child or young person must be given where appropriate the opportunity to participate in the decision-making process.



PBR will evaluate complaints, incidents, investigations, and outcomes in order to identify causes and systemic factors relating to the health, safety and wellbeing of children and young people. This information will inform the quality and continuous improvement of policies and procedures via the PBR Policy Framework, the Safety Risk Register, and activities of the Child Safety Working Group.

5.6 Record Keeping



All records relating to complaints, concerns, allegations, and disclosures must be managed in accordance with the PBR Privacy Policy and Information Management Policy.

6. Definitions



Aboriginal	In this policy, the term Aboriginal refers to persons who identify as Aboriginal and/or Torres Strait Islander people.
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Bullying	<p>Bullying involves the inappropriate use of power by one or more persons over another less powerful person or group and is generally an act that is repeated over time. Bullying has been described by researchers as taking many forms which are often interrelated and include:</p> <ul style="list-style-type: none"> • Verbal (name calling, put downs, threats); • Physical (hitting, punching, kicking, scratching, tripping, spitting); • Social (ignoring, excluding, ostracising, alienating); and/or • Psychological (spreading rumours, stalking, dirty looks, hiding or damaging possessions).
Child or young person	In this policy, the term child refers to children and young people up to the age of 18
Cultural and Linguistic diversity	A broad term used to describe communities with diverse languages, ethnic backgrounds, nationalities, traditions, societal structures, and religions. It may describe persons born overseas in a non-English speaking country, or born in Australia in a household where English is not the primary language spoken (source – Victorian State Government – Data Collection Standards).
Disability	A broad term which describes impairments, activity limitations, and participation restrictions; all of which can interact with a person’s health condition(s), environmental and/or individual factors to hinder their full and effective participation in society on an equal basis with others (source – Australian Institute of Family Studies)
Emotional or psychological abuse	Emotional or psychological abuse occurs when a child or young person does not receive the love, affection, or attention they need for healthy emotional, psychological, and social development. Such abuse may involve repeated rejection or threats to a child or young person. Constant criticism, teasing, ignoring, threatening, yelling, scapegoating, ridicule, and rejection or continual coldness are all examples of emotional abuse. These behaviours continue to an extent that results in significant damage to the child or young person’s physical, intellectual, or emotional wellbeing and development.
Family Violence	Family violence occurs when children are forced to live with violence between adults in their home. It is harmful to children. It can include witnessing violence or the consequences of violence. Family violence is defined as violence between members of a family or extended family or those fulfilling the role of family in a child or young person’s life. Exposure to family violence places increases the risk of physical injury and harm to children and young people and has a significant impact on their wellbeing and development.
Harm	<p>Harm to a child, is 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:</p> <ul style="list-style-type: none"> • physical, psychological or emotional abuse or neglect; • sexual abuse or exploitation; • a single act, omission, or circumstance; and • a series or combination of acts, omissions or circumstances.

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LGBTQIA+	Means lesbian, gay, bisexual, transgender and/or gender diverse, intersex, queer, questioning and asexual people (source – Australian Institute of Family Studies).
Neglect	Neglect is the persistent failure or deliberate denial to provide the child or young person with the basic necessities of life. Such neglect includes the failure to provide adequate food, clothing, shelter, adequate supervision, clean water, medical attention, or supervision to the extent that the child or young person’s health and development is, or is likely to be, significantly harmed. Categories of neglect include physical neglect, medical neglect, abandonment or desertion, emotional neglect and educational neglect. The issue of neglect must be considered within the context of resources reasonably available.
Online environment	Anywhere online that allows digital communication, such as: social networks, text messages and messaging apps, email and private messaging, online chats, comments on live streaming sites and voice chat in games.
Physical Abuse	Physical abuse occurs when a person subjects a child or young person to non-accidental physically aggressive acts. The abuser may inflict an injury intentionally or inadvertently through physical punishment or the aggressive treatment of a child or young person. Physically abusive behaviour includes (but is not limited to) shoving, hitting, slapping, shaking, throwing, punching, biting, burning, suffocating, excessive and physically harmful over training, and kicking. It also includes giving children and young people harmful substances such as drugs, alcohol, or poison. Certain types of punishment, whilst not causing injury can also be considered physical abuse if they place a child or young person at risk of being hurt.
Risk Management	In the context of creating safe environments for children and young people, risk management consists of assessing and taking steps to minimise the risks of harm to children and young people because of the action of an employee, volunteer, contractor, or another child or young person. Risk management includes planning the work of the organisation to reduce or minimise situations where children and young people may be abused.
Sexual Abuse	Sexual abuse occurs when an adult or a person of authority (e.g., older) involves a child or young person in any sexual activity. Perpetrators of sexual abuse take advantage of their power, authority, or position over the child or young person for their own benefit. It can include making sexual comments to a child, engaging children to participate in sexual conversations over the internet or on social media, kissing, touching a child’s genitals or breasts, oral sex, or intercourse with a child. Encouraging a child to view pornographic magazines, websites, and videos is also sexual abuse. Engaging children to participate in sexual conversations over the internet is also considered sexual abuse.
Sexual Exploitation	Sexual exploitation is a form of sexual abuse where offenders use their power, (physical, financial, or emotional) over a child or young person, or a false identity, to abuse them sexually or emotionally. It often involves situations and relationships where children and young people receive something (food, accommodation, drugs, alcohol, cigarettes, affection, gifts, money etc.) in return for participating in sexual activities. Sexual exploitation

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	can occur in person or online, and sometimes the child or young person may not even realise they are a victim.
Workplace Participant	All who work for the organisation whether in a paid or unpaid capacity, including employees, casual employees, volunteers, Board and committee members, and contractors.

Definition Reference and Sources

Australian Institute of Health and Welfare (AIHW), 2018

World Health Organization, (2006)

Child Family Community Australia (CFCA), (2016)

Australian eSafety Commissioner, (2020)

7. Supporting documentation

7.1 Policies and procedures

- Child Safety and Wellbeing Policy ETRB PO 020
- Child Safety and Wellbeing Reporting and Response Policy ETRB PO 053
- Child Safe Commitment Declaration ETRB F 024
- Information Management Policy ETRB PO 041
- Incident Management Policy

7.2 Legislation

- Child Wellbeing and Safety Act 2005 (including Child Safe Standards as Gazetted on 31 December 2015)
- Child Wellbeing Regulations 2007
- Commission for Children and Young People Act 2012
- Children Youth and Families Act 2005
- Charter of Human Rights and Responsibilities Act 2006
- Crimes Act 1958
- Worker Screening Act (Vic) 2020



8. Document information and control

8.1 Information

Document ID	ETRB PO 007
Document title	Child Safety and Wellbeing Reporting and Response Procedure

8.2 Responsibility

Policy owner	Chief Executive Officer
Policy author	Human Resources Manager
Approving body	Emerald Tourist Railway Board

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8.3 Version control and change history

Version No.	Approval date	Approved by	Amendment
1	31 August 2021	Board	MoC 38/2021 (replace procedure)
2	23 November 2021	Board	MoC 45/2022
Review			
Due date		November 2022	



Puffing Billy Railway's staff and volunteers are committed to providing positive experiences for children in an environment that is caring, nurturing and safe.

Our Children, Our Focus, Our Future, Speak Up!