	PUFFING BILLY RAILWAY	Document Number ETRB PO 020
	Child Safe Policy	

## 1 Purpose

This document demonstrates Puffing Billy Railway's (PBR's) commitment to:

- creating and maintaining a child safe environment;
- promoting child safety; and
- taking all reasonable steps to ensure the safety of children on PBR premises or with whom PBR has contact.

## 2 Scope

This policy applies to all employees, volunteers, contractors (including temporary contractors) of PBR referred to in this policy as 'workplace participants'.

## 3 Shared responsibilities

All workplace participants are responsible for creating and maintaining a child safe environment, including:

- understanding and complying with this policy;
- adhering to the Child Safety Code of Conduct; and
- raising child safety concerns and reporting suspicions and allegations of child abuse in accordance with the Child Safety Reporting and Response Procedures.

## 4 Compliance


Failure to comply with this policy may result in disciplinary action and, in serious cases, termination of employment or volunteer engagement.

## 5 Statement of commitment

PBR is committed to be a child safe and child friendly organisation. It recognises, respects and promotes children's rights and is committed to protecting and empowering children who come into contact with the organisation. At PBR children are to be listened to, taken seriously and treated with sensitivity and compassion.

PBR acknowledges that children's safety is the responsibility of the whole community and recognises its own responsibilities in keeping children safe from any harm, including abuse. We have a zero-tolerance approach to child abuse.

PBR values diversity and will not tolerate discriminatory practices. We recognise the vulnerabilities of particular groups of children and pay particular attention to the cultural safety of Aboriginal children and children from culturally and/or linguistically diverse backgrounds, and the safety of children with a disability.

	<b>PUFFING BILLY RAILWAY</b>	Document Number ETRB PO 020
	<b>Child Safe Policy</b>	

## 6 Policy

### 6.1 Child empowerment, inclusion and participation

PBR seeks to empower children and enable and promote their participation through:

- supporting children to understand their rights;
- involving children in decision making on matters that affect them;
- involving children in safety planning, including seeking their views about what makes them feel safe and unsafe, engaging them in the process of identifying and managing risks and communicating with them about safety measures taken;
- encouraging children to raise concerns, ask questions and speak up if they are worried or feel unsafe;
- valuing and respecting children’s opinions and encouraging their expression;
- listening to children and taking them seriously particularly about matters that affect them, including how to keep them safe;
- valuing diversity and not tolerating discriminatory practices;
- promoting and paying particular attention to the:
  - cultural safety of Aboriginal children;
  - cultural safety of children from culturally and/or linguistically diverse backgrounds; and
  - safety of children with a disability.

### 6.2 Promoting a Child Safe Culture

PBR is committed to developing, implementing and embedding effective practices and controls to ensure child safety, including:


- having easily accessible policies, procedures, codes and supports in place to enable PBR to meet child safety obligations including reporting suspected child abuse promptly to the appropriate authorities
- prioritising child safety and the best interests of children on a daily basis
- promoting the organisation’s commitment to child safety through the following, but not limited to posters, website information, agenda items at meetings, emails, training sessions, feedback forms
- monitoring strategies and committing to ongoing learning about child safety
- seeking regular feedback from children on their experience at PBR, whether they feel safe and ideas for creating a safe and inclusive environment for all children
- establishing an environment of trust and inclusion through policies, training and development and leadership that ‘walks the talk’ of child safety

To support our commitment to a child safe organisation all workplace participants must adhere to this policy, supporting procedures and the Child Safe Code of Conduct.

### 6.3 Recruitment employees and volunteers

PBR apply best practice standards in the recruitment and screening of employees and volunteers. Child safety requirements are addressed in the recruitment, selection and onboarding process through the following:

- creating clear role and position descriptions which detail child safety responsibilities;
- requiring new appointments to obtain a Working with Children Check and participate in a National Criminal History Check

	<b>PUFFING BILLY RAILWAY</b>	Document Number ETRB PO 020
	<b>Child Safe Policy</b>	

- only engaging people who are suitable to work with children and deterring those who are not through:
  - including commitment to Child safety in position and role advertisements
  - ensuring applicants are properly interviewed and assessed
  - ensuring applicants hold appropriate qualifications and meet the prerequisites required of the role they applied
  - conducting referee checks and other pre-employment checks as appropriate, including asking prior experience working with and around children
- including this policy, supporting procedures and the Child Safe Code of Conduct in induction materials

## 6.4 Training

PBR are committed to ensuring that all leaders, employees and volunteers receive training and support to ensure they understand their responsibilities in relation to child safety. This includes ensuring child safety considerations are incorporated into all decision-making processes. PBR support this commitment through the following:

- requiring employees and volunteers to undertake training relating to child safety educating them on how to identify, assess and minimise risks of child abuse and detect potential child abuse as well as the processes for reporting
- providing quality supervision and ongoing professional development in relation to child safety

## 6.5 Child Safety Ambassador

PBR will appoint a Child Safety Ambassador who will have specific responsibility to responding to any complaints made by employees, volunteers, parents or children. If a person does not feel comfortable making a report to a Child Safety Ambassador, they may report their concern to the Chief Executive Officer (CEO).

In addition, designated Child Safe trained employees and volunteers will be responsible to meet and greet and observe children when they arrive at PBR as part of planned group bookings of children.

Further Child Safe supervisory roles will be rostered for excursion trains and events to ensure children are safe and enjoy a positive experience will visiting PBR.


## 6.6 Reporting and Record Keeping

PBR encourage the raising of child safety concerns and the reporting of suspicions and allegations of child abuse and appropriately acting on concerns and complaints.

PBR have procedures that support the process as to how to respond to an allegation or incident of child abuse. These processes highlight that the first responsibility is to ensure that the child or children are safe, and the risks of further abuse or harm are mitigated. All reports of child abuse will be treated as serious, whether they are made by an adult or a child.

When an allegation of child abuse is received all mandatory reporting requirements must be met, including to

- police (000)
- Department of Health and Human Services
- the Commission for Children and Young People under the reportable conduct scheme
- other government departments or regulators as appropriate

	<b>PUFFING BILLY RAILWAY</b>	<b>Document Number ETRB PO 020</b>
	<b>Child Safe Policy</b>	

All reports of child abuse shall be recorded within PBR incident reporting systems. PBR, in maintaining records on reports of child abuse, will maintain confidentiality and privacy for children and families in accordance with legislation. Records will be retained in line with the recommendations of the Office of Public Records.

Reports of child abuse and complaints about child safety will be monitored by the Board to ensure they are appropriately managed.

Risks to child safety that are identified in complaints and reports of abuse will be reviewed and incorporated into the relevant risk management plan.

Child Safe Practice Meetings will be held at least twice annually to discuss and review all child safe programs and initiatives identifying areas for modification and improvement.

## 6.7 Risk Management

PBR recognise the importance of a risk management approach to minimising the potential for child abuse or harm to occur and use this to inform our policies, procedures and activity planning.

PBR will proactively assess and manage the risks of abuse to children who come into contact with its services including conducting periodic reviews to identify risks within existing regular daily programs as well as special events and one-off activities. All existing and new activities will be assessed for risks including

- environmental risks (e.g. areas that might obscure a line of sight)
- vulnerability risks (such as activities that may foster personal relationships between employees/volunteers)

All identified risks of child abuse are actively reduced by designing and implementing preventive controls. This will be documented in risk management plans. Risk management plans are living documents that will be referred to regularly and reviewed periodically.

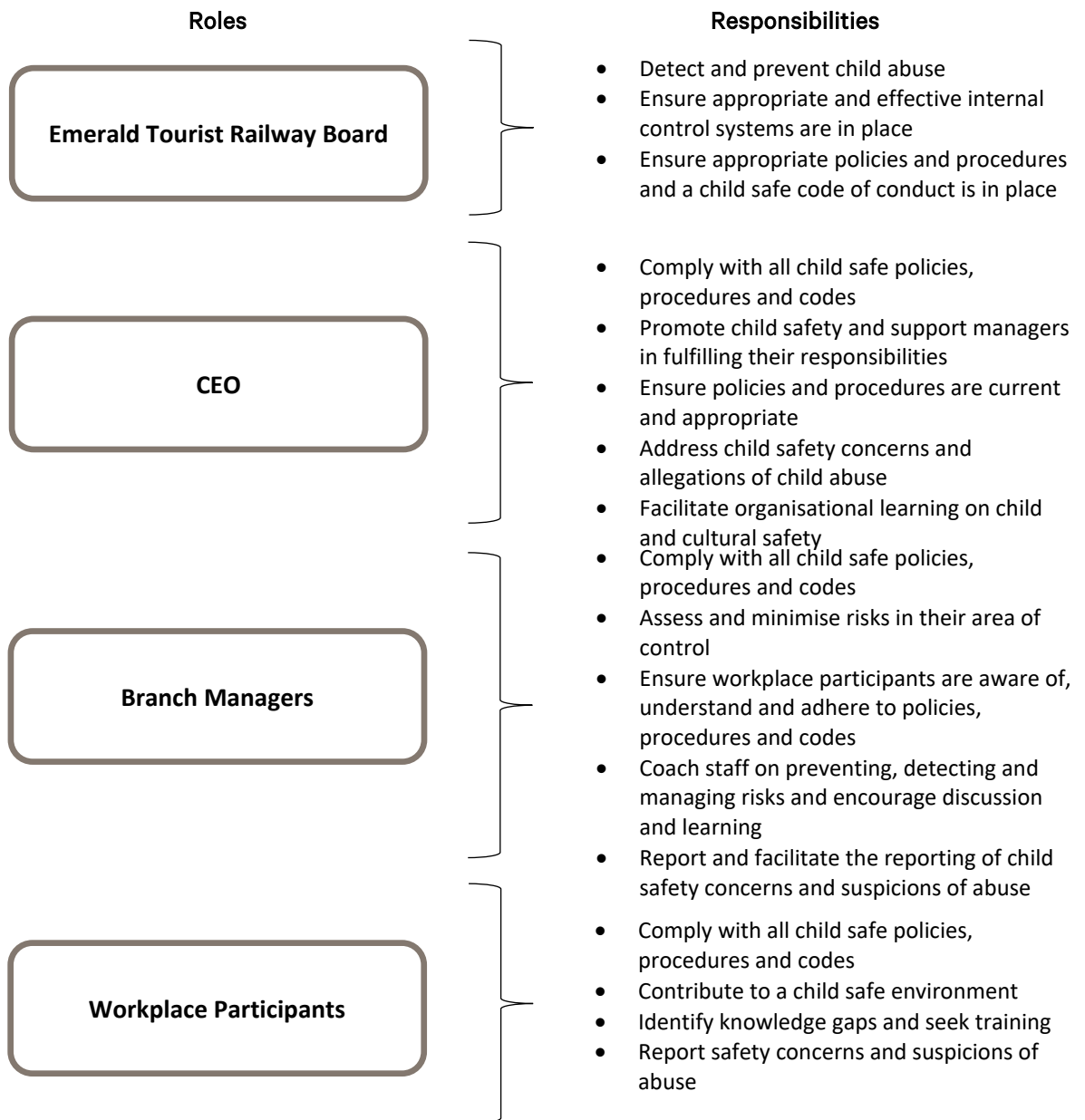
## 7 Privacy


While the safety of children is PBR's primary concern, it is committed to protecting individuals' right to privacy.

Subject to legislative requirements, personal information will be handled in accordance with PBR's Privacy Policy.

## 8 Roles and additional responsibilities


Everyone within PBR is responsible for ensuring a culture of child safety and preventing child abuse as follows:



	PUFFING BILLY RAILWAY	Document Number ETRB PO 020
	Child Safe Policy	

## 9 Definitions

<b>Aboriginal</b>	In this policy, the term Aboriginal refers to Aboriginal and/or Torres Strait Islander people.
<b>Child</b>	In this policy, the term child refers to children and young people up to the age of 18
<b>Child safety concern</b>	<p>A child safety concern is any concern relating to the physical, emotional or cultural safety of a child with whom Puffing Billy Railway has contact including, but not limited to, allegations or suspicions of child abuse such as:</p> <ul style="list-style-type: none"> <li>• exposure to a child of inappropriate content within the work environment;</li> <li>• inappropriate or special relationships developing between an adult and a child that may indicate grooming behaviour;</li> <li>• inadequate staff-child supervision;</li> <li>• feelings of discomfort about interactions between an adult and a child;</li> <li>• concerns about a physical environment that poses a risk for children (including health and hygiene);</li> <li>• concerns about a child being denied their right to culture and identity or other discriminating practice;</li> <li>• any action or inaction that does not adhere to the Child Safe Code of Conduct.</li> </ul> <p>Child safety concerns may be identified through:</p> <ul style="list-style-type: none"> <li>• a suspicion or belief that abuse or harm has occurred or is likely to occur;</li> <li>• a disclosure made by a child, their parent/guardian, an external agency or any other person;</li> <li>• observations of concerning changes in a child's behaviour or presentation;</li> <li>• observations of concerning behaviour about a person's conduct towards or in the presence of a child.</li> </ul>
<b>Child abuse</b>	<p>Child abuse includes any action or inaction that results in actual or potential harm to a child:</p> <ul style="list-style-type: none"> <li>• sexual abuse or exploitation;</li> <li>• physical abuse or violence;</li> <li>• serious emotional and psychological abuse;</li> <li>• serious neglect.</li> </ul>
<b>Children's rights</b>	<p>Under the United Nations Convention on the Rights of the Child, children's rights include the right to:</p> <ul style="list-style-type: none"> <li>• be treated fairly;</li> <li>• have a say about decisions affecting them;</li> <li>• live and grow up healthy;</li> <li>• have people who do what is best for them;</li> <li>• know who they are and where they come from;</li> <li>• believe what they want to believe;</li> <li>• privacy;</li> <li>• find out information and express themselves;</li> <li>• be safe no matter where they are;</li> <li>• be cared for and have a home;</li> <li>• education, play and cultural activities;</li> <li>• help and protection if they need it.</li> </ul>

	PUFFING BILLY RAILWAY	Document Number ETRB PO 020
	Child Safe Policy	

## 10 Supporting documentation

### Policies and procedures

Child Safe Code of Conduct ETRB S 002  
Child Safe Reporting and Response Procedure ETRB P 007  
Privacy Policy ETRB PO 010  
Discrimination, Harassment and Bullying Policy ETRB PO 008  
Diversity and Inclusion Policy ETRB PO 030  
Disciplinary Action Procedure ETRB P 002

### 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*

## 11 Document information, control and review

### Information

Document ID	ETRB PO 020
Document title	Child Safe Policy

### Responsibility

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

### Version control and change history

Version number	Approval date	Approved by	Amendment
1	07/06/2018	ETRB	Nil
2	10 Sept 2019	ETRB	Updated post Commission of Children and Young People feedback
Post implementation review			
Due date		07/06/2020	

### Monitoring and review

This policy will be monitored and updated as required and reviewed in no more than two years from the date of implementation.



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!**