



## **OUR PROMISE TO KEEP CHILDREN SAFE**

Puffing Billy Railway (PBR) always want to make sure children, and young people are happy and safe when involved with PBR, whether in person or online.

- PBR have systems in place to prioritise children and young people's safety.
- Everyone on the PBR team is responsible for keeping children and young people safe, whether in person or online.
- PBR always think about what's best for children when making decisions to keep them safe and happy.
- PBR promise to behave kindly and create a safe, open, and honest environment for children and young people.
- PBR understand that some children might need extra protection, so PBR will work hard to make sure everyone feels included and safe regardless of their age, cultural background, gender, ability or any other factor.
- PBR inform children about their rights and encourage them to speak up if something bothers them.
- PBR team members, on seeing or hearing about any kind of harm or abuse towards children, must report it right away to keep them safe.

## **1 PURPOSE**

Puffing Billy Railway Board (PBRB), operators of Puffing Billy Railway (PBR) have a strong rule: no harm, abuse or neglect towards children is tolerated. PBR work hard to keep children and young people safe and well whilst they are involved with PBR. PBR follows laws and commitments to protect children's rights and safety.

## **2 SCOPE**

This policy is for everyone who works or helps at Puffing Billy Railway (PBR), including employees, volunteers, and temporary workers, that PBR referred to in this policy as 'workplace participants'.

This policy must be followed everywhere PBR operates, especially when children are involved in activities, programs, or using our facilities. Disciplinary action could be taken against those who do not follow the requirements of this policy.

## **3 RESPONSIBILITIES**

All PBR **workplace participants**, from the Board Members to employees and volunteers, have a job to keep children safe.

All workplace participants:

- Need to watch out for anything that could harm children or make them feel unsafe, whether it happens at PBR or somewhere else.

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- Report to their Manager or the police if they see or know about any harm, abuse, or neglect happening to a child, whether it's happening at PBR or somewhere else, like at the child's home or from strangers.
- Need to inform children about their rights and make sure they have the information and help they need if they have any problems.
- Need to listen to children and let them be part of making decisions, especially children who are:
  - Aboriginal and Torres Strait Islanders
  - Children with disabilities
  - Children from different cultures or who speak different languages
  - LGBTQI+ children
  - Children who can't live at home

**PBR Child Safety Ambassadors** are people trained within PBR who are the initial respondents to public complaints raised by workforce participants in regards to children and young person safety. They will collect information from the reporting party and begin the reporting process for any reports/concerns provided to them.

All PBR Managers, supervisors, educators and Station Masters are trained Child Safety Ambassadors.



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## **4 POLICY**

### **4.1 SAFEGUARDING GOVERNANCE**

The PBR Board, through the Safety and Operations Board Sub Committee, make sure the rules for keeping children safe are followed. This group, led by our Chief Executive Officer (CEO) makes sure PBR are doing all that is possible in protecting children.

A [child friendly version](#) of this policy and the PBR child safety reporting protocols will be made widely available to our workplace participants and visitors to PBR.

### **4.2 RECRUITMENT AND SELECTION**

PBR makes sure to hire or accept only the right people to work with children by checking their backgrounds carefully, before anyone is hired or allowed to volunteer. New appointments to PBR go through a strict process to make sure they understand the importance of ensuring the safety of children.

This includes:

- Telling them about our commitment to keeping children safe.
- Asking questions about child safety in interviews.
- Checking their references to see if they have any experience with keeping children safe
- Running checks to make sure they don't have a criminal history that would make them unsafe around children. PBR regularly check criminal history checks and working with children checks to ensure they are up to date in line with PBR policies.
- Making sure everyone has an equal chance to be engaged at PBR as per our recruitment and selection policies, ensuring a diversity of different backgrounds of the PBR team to best serve the interests of children and families.

### **4.3 INDUCTION AND TRAINING**

Every new staff member, volunteer or contractor is inducted into PBR to help them understand how they can be a part of keeping all children safe. They must read and understand policies and procedures, so they know the rules they have to follow that support child safety. All workplace participants receive training when they start and throughout their time working at PBR about child safety.

### **4.4 INVOLVEMENT OF CHILDREN, YOUNG PEOPLE AND THEIR FAMILIES**

PBR listens to children, young people, and their families to make sure they feel safe and included. PBR make sure children can share their ideas and worries and are always working on new plans to give children more chances to be involved in making decisions that affect them.

PBR give clear, easy-to-understand information to children and their families about:

- How PBR strive to keep them safe and respect their rights
- The behaviour PBR expect from everyone
- How to stay well and safe at the railway
- How to give feedback, make complaints, or report any problems

PBR Child Safety Ambassadors help handle any complaints or concerns. If someone does not feel comfortable talking to the Child Safety Ambassador, they can talk to any workplace participant at PBR.



#### **4.5 RESPONSIBILITY FOR REPORTING CHILD SAFETY CONCERNS**

PBR has a special rule for handling concerns about children’s safety and wellbeing. If someone sees or knows about anything that could harm a child, they must report it right away.

Everyone must follow the right steps when reporting these concerns, including who to tell. Not reporting problems is a serious issue and can lead to discipline or legal action.

PBR will tell the proper authorities if they think a crime has been committed. Everyone who works at PBR gets a copy of the reporting procedure and knows how to follow it.

#### **4.6 MAINTAIN AND IMPROVE OUR POLICIES AND PRACTICES**

PBR has a plan to regularly check and improve how to keep children safe. The Safety and Operations Board Sub Committee oversees making sure these safety rules are followed and updated.

To find out what needs be improved, PBR looks at:

- Reviews and checks to see if PBR are doing a good job keeping children safe
- What children, their families, and staff say about safety
- Complaints and positive feedback PBR receive

#### **4.7 MONITORING AND REVIEW**

PBR checks and updates this policy regularly to make sure it's still the best way to keep children safe. If laws change or an incident occurs the policy will be reviewed sooner.

PBR keep records of each review, including meeting notes and any changes made.

While keeping children safe is PBR’s top priority, PBR also respects everyone’s privacy and follows rules about handling personal information. When there are updates or changes to this rule, PBR make sure all workplace participants and stakeholders know about them through proper communication.

#### **4.8 RISK MANAGEMENT**

PBR works hard to prevent any harm or abuse to children by carefully checking for risks. PBR regularly looks at both daily activities and special events to find and manage any possible risks.

PBR check for two main types of risks:

- Situational Risk: This is when certain situations might give people a chance to be alone with children or get too close in ways that could lead to harm.
- Vulnerability Risk: This is about understanding which children might need extra protection, like younger children, those with disabilities, or children who’ve been hurt before.

## 5 DEFINITIONS

TERM	MEANING
<b>ABORIGINAL</b>	In this policy, the term Aboriginal refers to persons who identify as Aboriginal and/or Torres Strait Islander people.
<b>BULLYING</b>	<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 could be:</p> <ul style="list-style-type: none"> <li>• <b>Verbal</b> (name calling, put downs, threats);</li> <li>• <b>Physical</b> (hitting, punching, kicking, scratching, tripping, spitting);</li> <li>• <b>Social</b> (ignoring, excluding, ostracising, alienating); and/or</li> <li>• <b>Psychological</b> (spreading rumours, stalking, dirty looks, hiding or damaging possessions).</li> </ul>
<b>CHILD or YOUNG PERSON</b>	In this policy, the term child refers to children and young people up to the age of 18.
<b>PBR CHILD SAFETY &amp; WELLBEING CODE OF CONDUCT</b>	The <i>PBR Child Safety and Wellbeing Code of Conduct</i> aims to identify and prevent behaviour that may be harmful to children and young people when interacting with PBR by outlining what is, and what is not acceptable behaviour or practice when working with or engaging with children and young people.
<b>CHILD SAFE STANDARDS</b>	<p>The Child Safe Standards set out the mandatory requirements for the prevention of harm and the promotion of wellbeing and safety of children and young people within organisations. The Standards require that organisations actively identify and prevent the risk of sexual, physical and emotional harm and neglect. The Child Safe Standards support children and young people participating in and engaging with organisations to ensure their voices are heard on the issues affecting them.</p> <p><a href="https://ccyp.vic.gov.au/child-safe-standards/the-11-child-safe-standards/">https://ccyp.vic.gov.au/child-safe-standards/the-11-child-safe-standards/</a></p>
<b>EMOTIONAL or PSYCHOLOGICAL ABUSE</b>	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.
<b>FAMILY VIOLENCE</b>	Family violence occurs when children are forced to live with violence between adults in their home. It is harmful to children. It can include

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	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 children and young people at increased risk of physical injury and harm and has a significant impact on their wellbeing and development.
<b>GROOMING</b>	Grooming is a term used to describe what happens when a perpetrator of abuse builds a relationship with a child with a view to abusing them at some stage. There is no set pattern in relation to the grooming of children. For some perpetrators, there will be a lengthy period of time before the abuse begins. The child may be given special attention and, what starts as an apparently normal display of affection, such as cuddling, can develop into sexual touching or masturbation and then into more serious sexual behaviour. Other perpetrators may draw a child in and abuse them relatively quickly. Some abusers do not groom children but abuse them without forming a relationship at all. Grooming can take place in any setting where a relationship is formed, such as leisure, music, sports, and religious activities, or in internet chatrooms, in social media or by other technological channels.
<b>HARM</b>	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: <ul style="list-style-type: none"> <li>• physical, psychological, or emotional abuse or neglect.</li> <li>• sexual abuse or exploitation.</li> <li>• a single act, omission, or circumstance; and</li> <li>• a series or combination of acts, omissions, or circumstances.</li> </ul>
<b>LGBTQI+</b>	(Lesbian, gay, bisexual, transgender, queer and intersex) as outlined in <i>Rainbow Tick National Accreditation</i> program for LGBTI inclusive practice throughout Australia.  <a href="https://www.qip.com.au/standards/rainbow-tick-standards/">https://www.qip.com.au/standards/rainbow-tick-standards/</a>
<b>NEGLECT</b>	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.

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<b>ON-LINE ENVIRONMENT</b>	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.
<b>PHYSICAL ABUSE</b>	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 as a result of 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.
<b>RISK MANAGEMENT</b>	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.
<b>SEXUAL ABUSE</b>	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.
<b>SEXUAL EXPLOITATION</b>	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 sexually or emotionally abuse them. 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 can occur in person or online, and sometimes the child or young person may not even realise they are a victim.
<b>WORKPLACE PARTICIPANT</b>	All who work for the organisation whether in a paid or unpaid capacity, including; employees, casual employees, volunteers, Board and committee members and contractors.

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## 6 SUPPORTING DOCUMENTATION

### 6.1 POLICIES AND PROCEDURES

- Child Safety and Wellbeing Code of Conduct PBRB S 002
- Child Safety and Well Being Reporting and Response Procedure PBRB P 007
- Privacy Policy PBRB PO 010
- Discrimination, Harassment and Bullying Policy PBRB PO 008
- Sexual Harassment Policy PBRB PO 064
- Diversity and Inclusion Policy PBRB PO 030
- Disciplinary Action (Employees) Procedure PBRB P 002
- Volunteer Performance Management Procedure PBRB P 049
- Recruitment and Selection (Employees) PBRB PO 025
- Individual Compliance Check Policy PBRB PO 044
- Probation, Induction and Orientation (employees) Policy PBRB PO 027
- Information Management Policy PBRB PO 041
- Volunteer Recruitment Policy PBRB PO 060
- Social Media Policy PBRB PO 016
- Performance Management and Development (employees) Policy PBRB PO 048

### 6.2 LEGISLATION/REGULATIONS

- [United Nations Convention on the Rights of the Child](#)
- [Child Safe Standards \(Victoria\)](#)
- [National Principles for a Child Safe Organisation](#)
- [Child Safety and Wellbeing Act \(Vic\) 2005](#)
- [Worker Screening Act 2020](#)
- [Crimes Act 1958](#)
- [The Royal Commission Into Institutional Responses To Child Sexual Abuse \(Royal Commission\)](#)

## 7 DOCUMENT INFORMATION, CONTROL, AND REVIEW.

### 7.1 INFORMATION

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PBRB PO 020	Child Safety & Wellbeing Policy



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## 7.2 RESPONSIBILITY

DOCUMENT OWNER	DOCUMENT AUTHOR	APPROVING BODY
Safety	Safety/People and Culture Manager	Board

## 7.3 VERSION CONTROL AND CHANGE HISTORY

VERSION NUMBER	APPROVAL DATE	APPROVED BY	AMENDMENT
1	7 June 2018	Board	First Version
2	10 September 2019	Board	Updated post Commission of Children and Young People feedback
3	23 November 2021	Board	MoC 45/2022
4	19 December 2024	Board	MoC 66/2024

## REVIEW

Due Date	December 2027
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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!**

**8 APPENDIX**

**PUFFING BILLY RAILWAY**  
**CHILD SAFETY AND WELLBEING**  
Our Children, Our Focus, Our Future, Speak up!

## YOU HAVE THE RIGHT TO:


FEEL SAFE


SAY NO


SPEAK UP!

**PUFFING BILLY RAILWAY IS COMMITTED TO:**

- ✓ Creating and maintaining a child-safe environment;
- ✓ Promoting child safety; and
- ✓ Taking all reasonable steps to ensure the safety of children at Puffing Billy Railway.

**PUFFING BILLY RAILWAY SAFETY CONCERN INVESTIGATIONS**

- ✓ Child Safety concern received
- ✓ PBR Manager is assigned
- ✓ Investigations are highly confidential
- ✓ Victoria Police or Child Protection Services maybe contacted
- ✓ PBR Manager consults the PBR Child Safety team
- ✓ PBR Child Safety team undertake a thorough investigation
- ✓ Actions taken based on recommendations from the investigation.

## SPEAK UP

If you feel hurt, upset, worried about something you have seen or heard, or you feel uncomfortable about what someone has done to you or someone else, please tell us.



**CALL 000** (Victoria Police) if you are in immediate danger.

*or*



Puffing Billy Railway Child Safe Ambassador – Officer In Charge on **03 9111 0202**.

*or*



**TALK TO AND TELL SOMEONE YOU TRUST** (A parent, a carer, family member or adult).

*or*



**KIDS HELPLINE 1800 55 1800** or visit <https://kidshelpline.com.au>

*or*



**CHILD PROTECTION SERVICES** on **1300 650 172** as soon as possible.  
**ANYTIME. ANY REASON.**



## SPEAK UP HERE

CHILD FRIENDLY REPORTING VIA THE QR CODE





View a copy of the PBR Child Safety and Wellbeing Policy here (ETRB PO 020)



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