

	PUFFING BILLY RAILWAY		Document Number ETRB PO 020
		Child Safety & Wellbeing Policy	

Guiding Principles

PBR is committed to protecting and promoting the health, safety and wellbeing of all children and young people who engage with or participate in our services.

In keeping children and young people safe from the risk of harm and/or actual harm, the following principles are a mechanism for guiding our actions and assisting in decision-making, they are a reference to which all workplace participants can refer, to ensure their responsibilities to children and young people are upheld.

- Safeguarding children and young people is a shared responsibility; all individuals within our organisation have a duty to keep children and young people safe from all forms of harm whilst they participate in our services in the physical or online environment.
- The best interest of the child will be the primary consideration in all actions and decisions concerning the safety or wellbeing of a child or young person.
- We are accountable to the children and young people we work with by fostering high ethical standards, ensuring appropriate behaviour, and actively participating in a culture of safety, openness and transparency.
- We acknowledge the factors and circumstances which make some children and young people more vulnerable to harm or abuse, and actively work to create culturally safe, inclusive, and equitable organisation and workforce.
- We empower children by informing them of their rights and responsibilities and support them to speak up about any matters of importance to them, including if something goes wrong. We work to include the participation of children and young people in decision making regarding any services or other matters affecting them.
- Any identified risk of or actual sexual, physical, or emotional harm, abuse or neglect towards children and young people must be reported and will not be tolerated - immediate action will be taken upon report of any risk of or suspected harmful or abusive behaviours to PBR and external authorities as required.
- We analyse, assess, and manage the specific institutional elements which impact the health, safety and wellbeing risks to children and young people in our organisation through understanding our situational, vulnerability, propensity and organisational risks
- Occupational health and safety risks and hazards can be experienced differently by children and young people by virtue of their age and stage – the identification, management and treatment of traditional occupational health and safety risks will consider children and young people at all times.

1. Purpose

Emerald Tourist Railway Board (ETRB), operators of Puffing Billy Railway (PBR) have a zero-tolerance towards the risk of or actual harm, abuse and neglect of children and young people and actively identify, monitor, and manage all health, safety and wellbeing risks relating to children and young people.

We are committed to upholding the rights of all children and young people to feel and be safe when participating in our organisation's activities, services, and programs. We strive to provide the highest

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standard of customer service possible, and aim to ensure all visitors have a safe, engaging, and educative experience whilst attending our organisation.

The purpose of this policy is to outline the responsibilities, procedures and practices required by all workplace participants within PBR and the obligations of ETRB in relation to keeping children and young people free from the risk of abuse and neglect.

This policy supports our international obligations under the *United Nations Convention on the Rights of the Child*, PBR is committed to meeting the *Victorian Child Safe Standards* and the *National Principles for a Child Safe Organisation*, developed following the *Royal Commission into Institutional Responses to Child Sexual Abuse* and other relevant Victorian legislation.

As such, our policies and procedures reflect statutory duties and obligations, promote best-practice principles, and set out the highest standard of care for the children and young people who participate in our services as an organisation. The Board approves and endorses this policy.

We take seriously our responsibility to deliver an environment that promotes awareness is **educative, engaging, and safe**. We are committed to acting in advancing the safety and wellbeing of children and young people and ensuring compliance with all requirements set out in this policy.

2. Scope

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

This policy applies in all our operational environments and without fail wherever children and young people are participating in our organisation’s activities, programs, services and / or facilities. It is important to note that personal conduct in breach of this policy (such as conduct which may bring PBR into disrepute) may in certain circumstances be subject to disciplinary action.

3. Definitions

Aboriginal	In this policy, the term Aboriginal refers to persons who identify as Aboriginal and/or Torres Strait Islander people.
Bullying	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: • 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.

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Child Safe Code of Conduct	The <i>Child Safe Code of Conduct</i> aims to identify and prevent behaviour that may be harmful to children and young people in when interacting with PBR. The Child Safe Code of Conduct outlines what is, and what is not acceptable behaviour or practice when working with or engaging with children and young people.
Child Safe Standards	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.
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 children and young people at increased risk of physical injury and harm and has a significant impact on their wellbeing and development.
Grooming	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.
Harm	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: • 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.
LGBTQI+	(Lesbian, gay, bisexual, transgender, queer and intersex) as outlined in <i>Rainbow Tick National Accreditation</i> program for LGBTI inclusive practice throughout Australia.

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	https://www.qip.com.au/standards/rainbow-tick-standards/
National Principles for Child Safe Organisations (National Principles)	The National Principles are designed to build capacity and deliver child safety and wellbeing in organisations, families and communities and prevent future harm. The Principles have been endorsed by all Commonwealth, state and territory governments. https://childsafe.humanrights.gov.au/national-principles
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.
On-line 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 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.
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.
The Royal Commission into Institutional Responses to Child Sexual Abuse (Royal Commission)	An independent inquiry established in 2013 by the Australian Government to examine and report upon responses by institutions to instances and allegations of child sexual abuse in educational institutions, religious groups, sporting organisations, state institutions and youth organisations. The findings provide recommendations to the Government on how to improve laws, policies, structures and practices to prevent such harm from re-occurring. https://www.childabuseroyalcommission.gov.au/
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

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	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 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.
United Nations Convention of the Rights of the Child	Is an international agreement setting out the civil, political, economic, social and cultural rights of every child, regardless of their race, religion or abilities. https://www.ohchr.org/en/professionalinterest/pages/crc.aspx
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)

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4. Responsibilities

Safeguarding children and young people is a shared responsibility within our organisation. It is the responsibility of **all at PBR**, from Board Members to employees, volunteers, and contractors to:

- protect children and young people from all forms of harm, abuse and neglect whilst engaged in our services and participating on our railway;
 - be alert to incidents which compromise the safety and wellbeing of children and young people, or which indicate possible abuse and neglect occurring of children and young people – this includes within our organisation, and outside the scope of our operations and services that may have an impact on the children and young people to whom we provide a service; and
 - create and maintain a protective and proactive child safe culture that is understood, endorsed and put into action by all the individuals who work for, volunteer, support or access our programs and services.

We expect **all within at PBR**, regardless of their role or level of responsibility, to safeguard children and young people from such harm by:

- adopting appropriate safeguarding practice and behaviour set within our policy and procedural guidelines, when carrying out their roles as workplace participants, and
- reporting any risk of or actual harm, abuse and neglect of which they become aware to our management and/or to external authorities responsible for child protection or to police, regardless of whether that abuse is being perpetrated by workplace participants within our organisation, or by those outside our organisation including those from the child's family, extended family, their family's extended network or strangers.

We expect **all within at PBR** to promote equity and respect diversity by:

- actively anticipating children and young people's diverse circumstances and responding effectively to those with additional vulnerabilities
- informing children and young people of their rights and giving all children and young people access to information, support and complaints processes
- respecting the rights of children and young people to participate in decision making, paying appropriate attention to the needs of the following groups:
 - Aboriginal and Torres Strait Islanders
 - Children and young people with a disability
 - Children and young people from culturally and linguistically diverse backgrounds
 - LGBTQI+ (Lesbian, gay, bisexual, transgender, queer and intersex)
 - Children and young people who are unable to live at home

The responsibility of each role in relation to the development and compliance of this policy detailed in Roles and Responsibilities [section 5].

a. Safeguarding Governance

Our organisation has a safeguarding children and young people governance structure with robust systems in place which support workplace participants and service users to report safeguarding concerns and

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facilitate effective risk-based and informed decisions that ensure accountability to children and young people.

Our governance structure, including the Safety and Operations Board Sub Committee defines the roles and responsibilities associated with providing oversight, management, and implementation of our commitment to safeguarding children and young people. The Child Safety Working Group chaired by the CEO is responsible for establishing, implementing, auditing and reporting on the organisations performance in relation to meeting its child safety obligations.

5. Policy Detail

PBR is committed to ensuring the safety and wellbeing of all children and young people who access our activities, programs, services and/or facilities. Our policies and procedures seek to address risks to child safety and to establish a safeguarding culture and practices.

Our safeguarding policies and procedures are:

- publicly accessible, online and in forms that are easy to understand;
- informed by stakeholder consultation; and
- communicated to children, young people and their families, our workplace participants, our partners and contractors and the general public in accessible and appropriate formats.

To inform and review our child safety and wellbeing policies, we seek feedback from service users and workplace participants and operate in accordance with the PBR Policy Framework.

a. Commitment to safeguarding children and young people

Through our *Child Safety and Wellbeing Policy*, we document our clear commitment to safeguarding children and young people from abuse and neglect. We communicate our commitment to all of our workplace participants and ensure that our *Child Safety and Wellbeing Policy* is available in child-friendly versions that reflects the ages, developmental stage, diversity and abilities of the children and young people whom we deliver services.

We clearly communicate our **zero-tolerance** approach towards the risk of harm, abuse and neglect of children and young people, and take seriously all risks, hazards, complaints, concerns and incidents. Our approach to risk management recognises the potential risks to children and young people associated with our organisation's service delivery from a health and safety perspective, and considers online and physical or psychological environments, and any vulnerable or diverse circumstances of children or young people utilising our services or activities.

b. Child Safe Code of Conduct

We ensure that each person involved in the delivery of our services and activities understands their role and the behaviour we expect in relation to safeguarding children and young people from abuse and neglect. We utilise position and role descriptions which clearly state relevant responsibilities and duties and safeguarding requirements, mandate induction and ongoing training, and ensure performance appraisals support and validate our workforce participants safeguarding knowledge and ability. Our organisation

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requires all workplace participants to acknowledge, in writing, their commitment and adherence to our *Child Safety & Wellbeing Policy*.

We have a *Child Safety and Wellbeing Code of Conduct*, which is approved and endorsed from the highest levels of our organisation that outlines our expectations for behaviour towards children and young people.

We monitor and supervise all workplace participants, including contractors and partner organisations, for appropriate practice and behaviour in the delivery of our service to children and young people. This is achieved through direct supervision and observation by our team supervisors and leaders and review of incident reports. Contribution to child safety is also reviewed in the Personal Development Plan as part of the Performance Management Program for the PBR employee workforce. Regular training and information updates on child safety matters are shared with our entire workforce.

Any failure to observe our behavioural guidelines is taken seriously, and we are committed to taking appropriate disciplinary and legal action wherever necessary.

c. Recruitment and Selection

We have appropriate measures in place and require applicants to undergo extensive screening processes prior to appointment to minimise the likelihood that we, or an external recruitment agency or contractor, will recruit a person who is unsuitable to work or volunteer with children or young people. Our *(Recruitment and Selection (Employees) Policy)* outlines the details of this process.

Our recruitment procedures that ensure:

- our child safe commitment is communicated to potential applicants for all positions and roles
- interviews are held which include child safety and wellbeing related questions
- professional reference checks are undertaken which include child safe-related questions
- screening checks are undertaken in accordance with Individual Compliance Check Policy, including [identity, National, and where applicable, International criminal history checks, Working with Children Checks and qualification checks].

We require our workplace participants to disclose criminal convictions or charges affecting their suitability to work with children and young people both prior and subsequent to their employment or engagement, and we review police records and Working with Children Check or equivalent periodically.

We ensure that there will be no discrimination as part of the recruitment process, with respect to inclusion and equal opportunity and where possible, hire appropriate workplace participants that represents the diverse range of children and young people and their families involved in our organisation.

d. Induction and Training

PBR has an induction process titled *Probation, Induction and Orientation (Employees) Policy* which ensures that all new workplace participants are informed and supported to understand our organisations safeguarding children and young people policies, procedures and practices. Our workplace participants are provided with copies of our organisations *Child Safety & Wellbeing Policy*, *Child Safety & Wellbeing Code of Conduct* and *Child Safe Reporting and Response Policy*.

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All workplace participants must participate in an induction program which provides education and guidance relating to the commitments and behavioural expectations set out in our safeguarding policies and procedures. This program highlights individual safeguarding obligations and responsibilities under various Victorian law.

We have a comprehensive training plan which outlines how and when we support ongoing education on at least an annual basis for all our workplace participants in relation to how keeping children and young people safe will be fulfilled.

Workplace participants who have high levels of interaction with children and young people, who are in specific positions of power and authority over children, or who are likely to be recipients of complaints, feedback and concerns must participate in targeted and regular training to ensure that they have and maintain then necessary skills and knowledge to effectively undertake their role per their position description.

Our organisation's plan includes training regarding matters such as identifying indicators of harm, responding to disclosures, health and safety, children's rights, voices and participation, cultural safety and is maintained by Safety Department.

e. Involvement of children, young people and their families

We are regularly seeking and incorporating input and feedback from children, young people and their families in accordance with our Child Safety Communications Plan We respect diversity and seek to facilitate effective communication and engagement.

We promote participation and empowerment of young people and provide opportunity for their voice and ideas to be heard, and a safe space to express their needs and concerns. The new PBR Youth Engagement Strategy (currently under development) will provide opportunities for involvement in the decision-making process on matters affecting children and young people and an ongoing platform to seek feedback across a wide range of activities across PBR.

We involve children, young people, and their families in developing a safe, inclusive and supportive environment. We provide information to children, young people and their families (such as brochures, posters, dedicated web page) in child friendly language about matters such as:

- our commitment and approach to upholding and safeguarding the rights of children and young people
- the behaviour we expect of our workplace participants
- the behaviour we expect from the children, young people and their families who access our services
- the health, safety and wellbeing requirements for participation at the railway
- our policy and mechanism for providing feedback, making a complaint or reporting abuse or concerns.

PBR has a **Child Safety Advisor** who has the specific responsibility for management and oversight over how PBR will respond to, and case manage, any complaints made by workplace participants, parents,

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caregivers, children or community members. If a person does not feel comfortable making a report to a Child Safety Advisor, they may report their concern to any Group Manager of PBR.

f. Responsibility for reporting child safety concerns

Our *Child Safe Reporting and Response Policy* sets out the requirements for the reporting of and responding to child safety and wellbeing concerns. This document is approved and endorsed from the highest levels of our organisation and applies to all our workplace participants. The policy states that:

- workplace participants **must** immediately report child safety concerns, abuse or neglect and any concerns with policies, practices or the behaviour of workplace participants
- workplace participants **must** meet any legislated mandatory reporting requirements
- workplace participants **must** follow a specified process when reporting child safety concerns, abuse or neglect including who will receive reports
- failure to report is serious misconduct and may be subject to disciplinary action and may amount to a criminal offence under Victorian or Commonwealth Law.
- PBR will report all suspected criminal conduct to the relevant authorities.

Our workplace participants are given a copy of and have access to the policy and understand the implications of the policy for their position or role.

All workplace participants must report complaints, incidents and concerns regarding child safety and wellbeing in accordance with *PBR Child Safety and Well Being Reporting and Response Procedure* noting all details of the investigation are kept confidential unless there is 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
- Legal advice by a legal practitioner
- Management of ongoing risks to child and young people

All child safety related complaints, incidences or concerns are child centred and child focused as to ensure the safety and wellbeing of children are at the forefront from the commencement of cessation of the complaint/investigation.

g. Maintain and improve our policies and practices

The PBR Policy Framework sets out how our organisation continuously reviews and improve our policies, procedures and practices to safeguard children and young people from the risk of harm, abuse and neglect. The responsibility for implementing and reviewing our safeguarding children and young people approach is led by the ETRB Safety and Operations Board Sub Committee.

To identify any key improvements needed, our organisation incorporates findings from; internal audits / reviews that assess our ongoing compliance with our responsibilities to keep children and young people safe, input and feedback received by children and young people and their families, feedback gained from communication with our workplace participants and feedback gained from ‘complaints and compliments’ received.

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h. Monitoring and review

This document will be reviewed by our ETRB Safety and Operations Board Sub Committee at least every 2 years, after consultation with internal and external stakeholders, participants and subject matter experts. If circumstances require, an earlier review can occur such as in circumstances where there are legislative changes, organisational changes, incident outcomes and other matters deemed appropriate by the Board and/or Chief Executive Officer (CEO).

We retain records that document each review undertaken. Records will include minutes of meetings and documentation of changes to policies and procedures that result from a review.

While the safety of children is PBR's primary concern, PBR is committed to protecting individuals' right to privacy. Subject to legislative requirements, personal information will be handled in accordance with our *Privacy Policy*.

When there are updates or changes to this Policy, revised materials will be communicated to all workplace participants and stakeholders through the *PBR Management of Change Procedure* and *Internal Communications Plan* the Group Manager Business Services is responsible for ensuring workplace participants are informed of and understand all changes or amendments contained in revised documentation.

i. Risk Management

PBR recognise the importance of an effective and robust enterprise risk management and institutional 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 encounter its services including conducting periodic reviews to identify risks within existing regular daily programs as well as conducting risk assessments for special events and one-off activities. All existing and planned new activities will be assessed for risks including:

- **Situational risk** – provides potential perpetrators with the opportunity to be alone with a child or form relationships that involve physical contact or emotional closeness. This can lead to grooming and unlawful sexual behaviour. The research suggests that residential institutions of all kinds including juvenile detention, immigration detention centres, residential out-of-home care and boarding schools carry an elevated situational risk.
- **Vulnerability risk** - arises from the characteristics of the children present in the institution. The research suggests that the main factors influencing vulnerability risk are the ages of the children, children with disability, children with prior experience of maltreatment and children with an incentive to remain silent.
- **Propensity risk** - arises from a disproportionate clustering of adults with a propensity to abuse children or children with harmful sexual behaviours and is positively impacted by the levels of screening, education and standard of conduct within the organisation.
- **Institutional risk** - takes into consideration characteristics of the institution that may make abuse more likely to occur and less likely to be identified and responded to effectively. The research suggests that these characteristics include institutions placing greater importance on the protection of reputation than on the wellbeing and protection of children. Other characteristics include a culture of not listening to and respecting children

(Source Royal Commission into Responses to Child Sexual Abuse)

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

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6. Roles and additional responsibilities

Everyone within PBR is responsible for ensuring a culture of child safety and preventing child abuse. The responsibilities of each role are as follows:

Roles	Responsibilities
Emerald Tourist Railway Board	• Monitor and maintain relevant legislative obligations relating to; ○ Relevant duties as an organisation and employer ○ Relevant duties relating to the health, safety and wellbeing of children and young people • Promote the commitment to this Policy and its expectations both internally and publicly. • Oversee policy review on a [1 year] cycle as a minimum or at a time governed by legislation, regulations, or organisational learnings that promote a change to the Policy and all relevant policy or procedural guidelines. • Ensure organisational compliance with all relevant child safety policies and procedures • Oversee mechanism to ensure ongoing monitoring and review of compliance, relevant key performance indicators, incidents and outcomes. • Ensure adequate resources are allocated to allow for the development, effective implementation, communication, and continuous improvement of this policy. • Develop opportunities for regular discussion and review at all levels to support a culture of openness and continued improvement and accountability to keeping children and young people safe from abuse and neglect. • Advocate and promote child rights, empowering and engaging children and young people in support of this Policy and its expectations.
CEO	• Report to and support the Board in all enterprise decision making related to the safety and wellbeing of children and young people at PBR • Ensure all workplace participants are informed of, understand and act in accordance with their obligations in accordance with this Policy and any relevant policy and procedural documentation. • Provide mandatory induction training and advice in the application of this Policy to all workplace participants and ensure that relevant workplace participants attend ongoing specialist training as required. • Ensure the development and implementation of required internal policy/procedures and guidelines are in place to support safeguarding children and young people practices in accordance with the expectations of this Policy and comply with all relevant legislation and best-practice guidance. • Ensure adequate resources are allocated to allow effective implementation of this Policy. • Ensure the support of workplace participants who Personnel with any decision to initiate action to protect a child from abuse and neglect. • Ensure appropriate supports, such as counselling and formal debriefing, are provided for any workplace participant involved in a matter relating to responding to a concern for the safety and wellbeing of a child or young person. • Proactively share resources and experience in the development of child safe initiatives as they are identified. • Develop opportunities for regular discussion and review at all levels to support a culture of continuous improvement and accountability of keeping children and young people safe from abuse and neglect. • Ensure that all personnel are aware of the appropriate recruitment, screening and employment practice in relation to safeguarding children and young people. • Advocate and promote child rights, empowering and engaging children and young people in support of this Policy.

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**Child Safety
Project
Working
Group
(CSPWG)**

- Lead the development, review and ongoing implementation of all initiatives, activities and strategies related to the health, safety and wellbeing of children and young people at PBR
- Participate in the review and update this Policy and all supporting resources in consultation with relevant stakeholders
- Monitor and manage accountabilities and obligations organisational wide in the regards child safety risk mitigations and creation of positive child centred experiences
- Triage all matters pertaining to child safety, particularly in the evaluate and analyse of complaints, concerns and safety incidents relating to this Policy
- Report into the ETRB Safety & Operations Board Sub Committee
- Support the development, review and ongoing implementation of all initiatives, activities and strategies related to the health, safety and wellbeing of children and young people at PBR
- Develop and implement

**Branch
Managers**

- Ensure workplace participants are aware of, understand and adhere to policies, procedures and codes
- Comply with all child safe policies, procedures and codes
- Assess and minimise risks in their area of control
- Ensure workplace participants are aware of, understand and adhere to policies, procedures and codes
- Coach staff on preventing, detecting and managing risks and encourage discussion and learning
- Report and facilitate the reporting of child safety concerns and suspicions of abuse

**ETRB
Safety &
Operations
Board Sub
Committee**

- Conduit between the CSSIWG and the Board
- Support the coordination of the Child Safe policy and procedures and their implementation
- Evaluate and analyse complaints, concerns and safety incidents relating to this Policy

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- Advocate and promote child rights, empowering and engaging children and young people in support of this Policy.
- Maintain a full understanding of the commitments and expectations of this Policy, as well as all other policy relevant to safeguarding children and young people.
- Ensure compliance with this Policy, fully implementing and adhering to the commitments and expectations
- To undertake any induction and training anticipated in this Policy, in relation to policy and procedures relevant to safeguarding children and young people.
- To support a culture of openness, continued improvement and accountability to children and young people by engaging in regular review and discussion of organisational policies and practices and providing feedback to support improvement
- To seek guidance from a supervisor or manager if there is ever any lack of understanding in relation to the commitments and expectations as set out in this Policy.
- To adopt appropriate safeguarding practice and behaviour
- To take action to protect children and young people from all forms of abuse and neglect.
- To report any abuse committed by personnel within our organisation or by others.
- To assist in creating and maintaining a child safe culture and a culture of inclusion and safety



- Appointed by the CEO
- Takes the lead in receiving, managing and responding to any complaints made by employees, volunteers, parents or children
- Takes the lead in undertaking or overseeing all investigations and inquiries pertaining to breaches of this or any other child safety and wellbeing policy
- Makes recommendations relating to corrective actions and quality improvement initiatives arising from incidents, investigations and inquiries into the safety and wellbeing of children and young people at PBR.

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7. Supporting documentation

a. Policies and procedures

- Child Safe and Wellbeing Code of Conduct ETRB S 002
- Child Safety and Well Being 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
- Recruitment and Selection (Employees) ETRB PO 025
- Volunteer Commitment Policy ETRB PO 018
- Individual Compliance (Criminal, Working with Children, Working Visa) Check Policy ETRB PO 044
- Probation, Induction and Orientation (employees) Policy ETRB PO 027
- Information Management Policy ETRB PO 041
- Recruitment and Selection (employees) Procedure ETRB P 006
- Social Media Policy ETRB PO 016
- Performance Management and Development (employees) Policy ETRB PO 048

b. 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](#)

8. Document information, control and review

a. Information

Document ID	ETRB PO 020
Document title	Child Safe Policy

b. Responsibility

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

c. Version control and change history

Version No.	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

	PUFFING BILLY RAILWAY		Document Number ETRB PO 020
		Child Safety & Wellbeing Policy	

3	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!