

# Child Safe Standards Statement of Commitment to you as a child/minor in our workplace



## We are committed to the safety and wellbeing and rights of children and young people.

This means:

- We uphold the rights of children and young people who have contact with the organisation so that they feel heard on matters that are important to them, and relevant to their safety so that they feel safe and protected.
- We have zero tolerance for child abuse and will take all allegations of suspected child abuse and child safety concerns very seriously, ensuring such conduct is dealt with in accordance with our policies, procedures, and the law.
- We are committed to preventing child abuse and identifying risk early, and removing and reducing these risks.
- We will actively work to listen to and empower children and young people who come into contact with our organisation.
- We have zero tolerance for racism. We have a Cultural Diversity and Anti-Racism Plan in place to address racism, and a complaints process.
- We will provide a culturally safe environment for First Nations children and young people and those from culturally and/or linguistically diverse backgrounds, by responding to their needs and considering their requests so they feel they are in a safe environment.
- We will provide a safe environment for, and consider the needs of, children and young people with a disability, and consider their requests for what is required for them to feel they are in a safe environment.
- We will provide a safe environment for, and consider the needs of, children and young people who have suffered trauma, and consider their needs in providing that environment.
- We will provide a safe environment for, and consider the needs of, LGBTIQ+ and gender diverse children and young people.
- We will provide a safe environment for, and consider the needs of, children and young people experiencing compounding disadvantage due to intersectional characteristics. For example, where there are traumatic experiences, such as being remanded in custody or placed in out-of-home care.
- We have legal obligations to contact authorities when there are concerns about a child or young person's safety, except where legal staff representing a child may have professional obligations around confidentiality and disclosures made in the course of their work.
- We have robust human resources and recruitment practices for all staff and volunteers.
- We will provide Child Safe Standards training and education to staff and volunteers.
- We require all staff to uphold these commitments and have policies, procedures, and training in place to achieve these commitments.

Our Child Safety and Wellbeing Policy and our Code of Conduct outline our commitment to child safety and the expectations we have for staff, consultants and volunteers when working with children and young people.

## How to report a safety complaint or concern

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If you have concerns about our staff, volunteers or consultants abusing children or have experienced hurt or abuse, you can contact the Consumer Liaison Officer, to make a complaint.

You can contact us by:

email: [feedback@nhw.org.au](mailto:feedback@nhw.org.au)

Phone: (03) 5722 5202

We will take you seriously and take appropriate action.