

Our commitment to child safety

Our organisation is committed to child safety.

We want children to be safe, happy and empowered. We support and respect all children, as well as our staff and volunteers.

We are committed to the safety, participation and empowerment of all children.

We have zero tolerance of child abuse, and all allegations and safety concerns will be treated very seriously and consistently with our robust policies and procedures.

We have legal and moral obligations to contact authorities when we are worried about a child's safety, which we follow rigorously.

Our organisation is committed to preventing child abuse and identifying risks early, and removing and reducing these risks.

Our organisation has robust human resources and recruitment practices for all staff, apprentices and volunteers.

Our organisations is committed to regularly training and educating our staff, apprentices and volunteers on child abuse risks.

We support and respect all children, as well as our staff, apprentices and volunteers. We are committed to the cultural safety of Aboriginal children, the cultural safety of children from a culturally and/or linguistically diverse backgrounds, and to providing a safe environment for children with a disability.

We have specific policies, procedures and training in place that support our leadership team, staff, apprentices and volunteers to achieve these commitments.

If you believe a child is at immediate risk of abuse phone 000.

Policy applies to Staff, Apprentices and Volunteers

We have two scenarios where Master Plumbers may directly or indirectly work in and around children.

At times, we will employ apprentices who are under the age of 18. These apprentices are children to whom this policy applies.

In addition, we will send apprentices to environments where children are present in the normal course of their duties on work placement with their Host Employers. In this scenario, we ensure this policy applies to our apprentices who work in and around children.

Our children

This policy is intended to empower under-age apprentices who are vital and active participants in our organisation. We involve them when making decisions, especially about matters that directly affect them. We listen to their views and respect what they have to say.

We promote diversity and tolerance in our organisation, and people from all walks of life and cultural backgrounds are welcome. In particular we:

- promote the cultural safety, participation and empowerment of Aboriginal children
- promote the cultural safety, participation and empowerment of children from culturally and/or linguistically diverse backgrounds
- ensure that children with a disability are safe and can participate equally.

Our staff, apprentices and volunteers

This policy guides our staff, apprentices and volunteers on how to behave with children in our organisation and children who they may encounter if apprentices in the course of their duties.

All of our staff, apprentices and volunteers must agree to abide by our code of conduct which requires them to be fit and proper people for their roles.

Training and supervision

Training and education is important to ensure that everyone in our organisation understands that child safety is everyone's responsibility.

Our organisational culture aims for all staff, apprentices and volunteers (in addition to parents/carers and children) to feel confident and comfortable in discussing any allegations of child abuse or child safety concerns. We train our staff and volunteers to identify, assess, and minimise risks of child abuse and to detect potential signs of child abuse.

We also support our staff and volunteers through ongoing supervision to: develop their skills to protect children from abuse; and promote the cultural safety of Aboriginal children, the cultural safety of children from linguistically and/or diverse backgrounds, and the safety of children with a disability.

New employees and volunteers will be supervised regularly to ensure they understand our organisation's commitment to child safety and that everyone has a role to play in protecting children from abuse, as well as checking that their behaviour towards children is safe and appropriate. Any inappropriate behaviour will be reported through appropriate channels and we will ensure we follow the child safety manuals and toolkits in the rare event that there is an issue available in [Victoria](#) and [Queensland](#).

Recruitment

We take all reasonable steps to employ skilled people to work with children. We develop selection criteria and advertisements which clearly demonstrate our commitment to child safety and an awareness of our social and legislative responsibilities. Our organisation understands that when recruiting staff and volunteers we have ethical as well as legislative obligations.

Staff

All staff engaged in child-related work, including volunteers, are required to hold a Working with Children Check or Blue Card and to provide evidence of this Check. Please see the [Working with Children Check](#) website (Victoria) or the [Blue Card](#) website (Qld) for information. Staff are also required to produce a clean criminal record prior to employment.

Apprentices

In relation to apprentices on-hired to Host Employers, we carry out reference checks and require disclosure of offences as upon completion they may find it difficult to find employment as a Registered Plumber if they cannot pass fit and proper person tests. We carry out Police Checks for apprentices placed with Host Employers who require it and for certain roles with elevated levels of responsibility within our organisation. Where an apprentice is placed in an environment where the head contractor requires a Blue Card, the Apprentice will be required to obtain one prior to placement. This ensures we are screening our people appropriately.

Fair procedures for personnel

The safety and wellbeing of children is our primary concern. We are also fair and just to personnel. The decisions we make when recruiting, assessing incidents, and undertaking disciplinary action will always be thorough, transparent, and based on evidence.

We record all allegations of abuse and safety concerns using the relevant incident reporting form or process prescribed and available in [Victoria](#) and [Queensland](#), including investigation updates. All records are securely stored.

If an allegation of abuse or a safety concern is raised, we provide updates to children and families on progress and any actions we as an organisation take.

Privacy

All personal information considered or recorded will respect the privacy of the individuals involved, whether they be staff, volunteers, parents or children, unless there is a risk to someone's safety. We have safeguards and practices in place to ensure any personal information is protected. Everyone is entitled to know how this information is recorded, what will be done with it, and who will have access to it.

Legislative responsibilities

Our organisation takes our legal responsibilities seriously, including:

- **Failure to disclose:** Reporting child sexual abuse is a community-wide responsibility. All adults in Victoria and Queensland who have a reasonable belief that an adult has committed a sexual offence against a child under 16 have an obligation to report that information to the police.
- **Failure to protect:** People of authority in our organisation will commit an offence if they know of a substantial risk of child sexual abuse and have the power or responsibility to reduce or remove the risk, but negligently fail to do so.

Regular review

This policy will be reviewed periodically and following significant incidents if they occur. We will ensure that families and children have the opportunity to contribute. Where possible we do our best to work with local Aboriginal communities, culturally and/or linguistically diverse communities and people with a disability.

Allegations, concerns and complaints

Our organisation takes all allegations seriously and has practices in place to investigate thoroughly and quickly. Our staff and volunteers are trained to deal appropriately with allegations.

We work to ensure all children, families, staff and volunteers know what to do and who to tell if they observe abuse or are a victim, and if they notice inappropriate behaviour.

We all have a responsibility to report an allegation of abuse if we have a reasonable belief that an incident took place (see information about failure to disclose above).

If an adult has a **reasonable belief** that an incident has occurred then they must report the incident. Factors contributing to reasonable belief may be:

- a child states they or someone they know has been abused (noting that sometimes the child may in fact be referring to themselves)
- behaviour consistent with that of an abuse victim is observed
- someone else has raised a suspicion of abuse but is unwilling to report it observing suspicious behaviour.

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