

Statement of Commitment to Child Safety and Wellbeing



Purpose

The City of Mandurah (the City) is committed to promoting and protecting the rights and interests of children and young people. This Statement of Commitment outlines the City's shared commitment and responsibility across the entirety of our organisation to support children and young people to be safe when connecting with the City, or impacted by the City.

It is an aspiration of the City that every child in Mandurah will reach their fullest potential.

The City plays an important role in the lives of children and young people, including direct service provision as well as more broadly in fostering a safe community. The City has zero-tolerance towards abuse, neglect and maltreatment of children and young people. The City is committed to the rights of all children and young people to feel safe and be safe when participating in the City's activities, services and programs or when interacting with City for any reason.

Our Commitment includes that we will consciously, incrementally and systematically take steps to:

- create environments where children's rights, needs and interests are met, and their safety and wellbeing are the focus of organisational values and actions.
- provide opportunities for children and young people to have their voice heard and participate in decisions that affect them.
- create conditions that reduce the likelihood of harm to children and young people.
- have mechanisms in place that support the early identification of harm, and prompt appropriate responses to disclosures, allegations or concerns regarding children's safety and wellbeing.

Our commitment addresses finding 6.12 of the Royal Commission into Institutional Responses to Child Sexual Abuse that was specifically for local government.

The realisation of the City's commitments to child safety and wellbeing will be implemented in accordance with actions and timeframes listed in the [City of Mandurah Child Safe Organisation Plan 2024-2027](#).

This Statement is centred on the 10 National Principles for Child Safe Organisations.



Commitment to Principle 1

Child safety and well-being are embedded in organisational leadership, governance and culture.

Objectives:

- 1.1 The City makes a public commitment to child safety, including in a child-friendly format.
- 1.2 City Leaders champion a child-safe culture, with child safety a shared responsibility at all levels of the organisation.
- 1.3 Risk management plans focus on identifying, preventing and lowering safety risks to children.
- 1.4 Staff understand and comply with Codes of Conduct that set clear behavioural standards when interacting with children.
- 1.5 Staff understand their obligations in reporting, sharing information and keeping records.
- 1.6 Day-to-day practices that prioritise child safety are encouraged and embedded.
- 1.7 Leadership in the community.

Commitment to Principle 2

Children and young people are informed about their rights, participate in decisions affecting them and are taken seriously.

Objectives:

- 2.1 Children can express their views and are provided opportunities to participate in decisions that affect their lives.
- 2.2 The importance of friendships is recognised and support from peers is encouraged, helping children feel safe and be less isolated.
- 2.3 Where suitable, the City will help connect children to relevant agencies with child safe information.
- 2.4 Staff are attuned to signs of harm and facilitate child-friendly ways for children to communicate and raise their concerns.
- 2.5 Children are aware of their rights and know how adults should behave.



Commitment to Principle 3

Families and communities are informed, and involved in, promoting child safety and wellbeing.

Objectives:

- 3.1 Families participate in decisions affecting their child.
- 3.2 The City engages and openly communicates with families and the community about its child- safe approach and relevant information is made accessible.
- 3.3 Families and communities have a say in the development and review of the City's policies and practices.
- 3.4 Families, carers and the community are informed about the City's operations and governance.
- 3.5 Families, children and young people are encouraged to participate in general consultations in a wide range of projects and initiatives throughout the City.

Commitment to Principle 4

Equity is upheld and diverse needs are respected in policy and practice.

Objectives:

- 4.1 City staff and volunteers understand that children and young people have diverse circumstances and provide support that responds to those who are vulnerable.
- 4.2 Children and young people have access to information, support and complaints processes in ways that are culturally safe, accessible and easy to understand.
- 4.3 Particular attention may need to be given to the needs of children and young people from more vulnerable groups, such as children and young people with disability, from culturally and linguistically diverse backgrounds, those who are unable to live at home and children and young people who identify as lesbian, gay, bisexual, trans, queer, questioning, intersex, asexual and more identities.
- 4.4 A focused effort is dedicated to the needs of Aboriginal children and young people, including endeavouring to create a culturally safe environment.



Commitment to Principle 5

People working with children and young people are suitable and supported to reflect child safety and well-being values in practice.

Objectives:

- 5.1 Staff and volunteers' recruitment and supervision practices prioritise child safety.
- 5.2 Children are safe around staff.
- 5.3 Staff and volunteers have suitable skills and experience to work with children.
- 5.4 Staff and volunteers' attitudes and behaviours create and maintain a child-safe culture.
- 5.5 Staff and volunteers' values align with the City's commitment to child safety.
- 5.6 Staff and volunteers are attuned to signs of harm and facilitate child-friendly ways for children to communicate and raise their concerns.

Commitment to Principle 6

Processes to respond to complaints and concerns are child focused.

Objectives:

- 6.1 The City has an accessible, child-focused complaint handling policy which clearly outlines the roles and responsibilities of leadership, staff and volunteers, approaches to dealing with different types of complaints, breaches of relevant policies or the Code of Conduct and obligations to act and report.
- 6.2 Effective complaint handling processes are understood by children and young people, families, staff and volunteers, and are culturally safe.
- 6.3 Complaints are taken seriously and responded to promptly and thoroughly.
- 6.4 The City has policies and procedures in place that address reporting of complaints and concerns to relevant authorities.
- 6.5 Reporting, privacy and employment legislation obligations are met.



Commitment to Principle 7

Staff and volunteers are equipped with the knowledge, skills and awareness to keep children and young people safe through ongoing education and training.

Objectives:

- 7.1 Staff and volunteers receive training and information to effectively implement the City's Child Safety and Wellbeing Policy, and carry out their roles, responsibilities and obligations for child safety.
- 7.2 Staff and volunteers receive training and information to recognise indicators of child harm including harm caused by other children and young people.
- 7.3 Staff and volunteers receive training and information to respond effectively to issues of child safety and wellbeing and support colleagues who disclose harm.
- 7.4 Staff and volunteers receive training and information on how to build culturally safe environments for children and young people.
- 7.5 Staff are supported to attend professional development to learn about improvements in child safe practices.

Commitment to Principle 8

Physical and online environments promote safety and wellbeing while minimising the opportunity for children and young people to be harmed.

Objectives:

- 8.1 Staff and volunteers identify and mitigate risks in the online and physical environments without compromising a child's right to privacy, access to information, social connections and learning opportunities.
- 8.2 The online environment is used in accordance with the City's Code of Conduct and Child Safety and Wellbeing Policy and practices.
- 8.3 Risk management plans consider risks posed by the online and physical environments.
- 8.4 The City has procurement policies in place when contracting third parties to ensure the safety of children and young people.
- 8.5 Children, young people, parents, and carers are informed about online safety.



Commitment to Principle 9

Implementation of the National Child Safe Principles is regularly reviewed and improved.

Objectives:

- 9.1 The City regularly reviews, evaluates, and improves its child safe practices.
- 9.2 The City analyses complaints, concerns, and safety incidents to identify causes and systemic failures to inform continuous improvement.
- 9.3 The City has suitable oversight and reports findings of relevant reviews to relevant stakeholders.

Commitment to Principle 10

Policies and procedures document how the organisation is safe for children and young people.

Objectives:

- 10.1 Policies and procedures address all Child Safe Principles.
- 10.2 Policies and procedures are articulated clearly, documented and easy to understand.
- 10.3 Best practice and stakeholder engagement inform the development of policies and procedures.
- 10.4 Leaders champion and model compliance with policies and procedures.
- 10.5 Staff and volunteers understand and implement policies and procedures.

The City will monitor its commitment to child safety and wellbeing throughout the year via the Mandurah Child Safe Organisation Plan, and publicly report on commitments annually.



Child Safe Organisation Plan
2024-2027 is available at
mandurah.wa.gov.au

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