



Our commitment to child and youth safety

Version: 1

Our Promise

PBWest is wholeheartedly dedicated to protecting and enhancing the safety, well-being, and rights of every child and young person engaged in our services, programs, and activities, whether in our physical spaces or online environments. As an Aboriginal-owned, Supply Nation-registered organisation founded in 2018, we are deeply committed to ensuring cultural safety for Aboriginal and Torres Strait Islander children and young people, as well as those from culturally and linguistically diverse backgrounds. We acknowledge the historical and ongoing impacts of colonisation, including the Stolen Generations, and strive to create healing and empowering spaces for all children. Our unwavering commitment is to prevent harm, abuse, and neglect, fostering environments where every child feels valued, respected, and safe.

Listening to Children

At PBWest, the voices of children and young people are at the heart of what we do. We actively encourage their input through accessible feedback channels, such as child-friendly surveys, anonymous suggestion boxes, online forms, and one-on-one conversations with trusted staff. Every child has the right to share their experiences, provide feedback, or raise concerns, and we ensure their input is acknowledged and acted upon promptly. Our zero-tolerance approach to harm, abuse, or neglect means we take all disclosures, allegations, or suspicions seriously, responding with care and urgency to protect children. For example, our “Kids’ Voice” program invites young people to share ideas for improving our services, ensuring they have choice and control in shaping safe spaces.

Our Standards

We embed the 10 National Principles for Child Safe Organisations, the United Nations Convention on the Rights of the Child, and the Minimum Practice Standards for Specialist and Community Support Services into the design and delivery of all our programs and services. These standards guide our staff, volunteers, students, and contractors, who undergo rigorous recruitment, screening, and ongoing training to uphold their individual and collective responsibility for child safety. Our robust policies and procedures include clear reporting pathways, such as a 24/7 safety hotline and mandatory incident reporting protocols, to ensure timely and thorough responses to concerns. We also conduct regular workshops on protective behaviours and child-safe principles to equip our team with the skills to prevent and address risks effectively.

Supporting Everyone

Recognising that some children face greater vulnerabilities, we implement specific strategies to safeguard and support Aboriginal and Torres Strait Islander children, those with disabilities, and those identifying as LGBTQIA+. For instance, our “Cultural Connections” program offers storytelling and art workshops led by Aboriginal Elders to celebrate cultural identity and build resilience. We also provide sensory-friendly activities for children with disabilities and training for staff on supporting LGBTQIA+ youth to ensure inclusive, affirming

environments. By working closely with families, caregivers, and community organizations, we create a holistic safety network that respects and responds to the unique needs of every child. Our partnerships with local schools and community groups help us extend our reach and impact across Western Australia.

Leading with Care

PBWest is a leader in teaching child safety and safeguarding throughout Western Australia. In WA, PB West is the only internationally recognised and Protective Behaviours Association certified, Protective Behaviours Trainers. Our team is continuously upskilled through professional development, including annual training on trauma-informed care, cultural safety, and legislative updates. We integrate child safety standards and principles into our continuous quality improvement framework, regularly reviewing our practices to align with best practices and comply with all relevant legislation, such as the *Minimum Practice standards 2023*; *Children and Community Services Act 2004*; and we embed *the principles of Child Safe organisations*. Our leadership is exemplified through initiatives like our “Child Protection Week Challenge” blog posts and our free parent webinars, all of which are focused on increasing community skills and recognition and prevention of child abuse. By sharing our expertise, we aim to inspire and empower others to prioritise child safety.

Our Responsibility

We firmly believe that adults, not children or other young people, are responsible for ensuring safety. This principle informs our rigorous recruitment processes, which include Working with Children Checks, reference verifications, and behaviour-based interviews to select staff and volunteers who share our values. When safety concerns arise, whether through disclosures, allegations, or suspicions—including those related to engagement with PB West—we respond swiftly and thoroughly, following our detailed incident management protocols. Our commitment extends beyond immediate responses to preventing future harm, ensuring children and young people are protected now and in the years to come. Together with families, communities, and stakeholders, we are building a safer, brighter future where every child can thrive.

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