

Queensland Ambulance Service

Policy Statement

Child Safety

Version 2 – Effective 12 December 2025

1. PURPOSE

The purpose of this policy is to outline the Queensland Ambulance Service (QAS) commitment to the Child Safe Standards and the Universal Principle to protect children from harm and promote the well-being and interests of children.

2. SCOPE

This policy applies to all QAS employees and volunteers.

3. POLICY

3.1. Principles

- 3.1.1. The QAS is committed to being a child safe organisation, which is, an organisation that creates a culture, adopts strategies and takes action to promote child wellbeing and prevent harm to children and young people.
- 3.1.2. All children and young people who are treated and interact with QAS have the right to feel safe, valued, listened to, and informed.
- 3.1.3. The QAS has zero tolerance for child abuse, neglect, and harm, and is committed to ensuring the safety and wellbeing of all children and young people.
- 3.1.4. The QAS is committed to ensuring it is a child safe organisation and that our services and operations align with requirements of all applicable legislation and policy and the National Principles for Child Safe Organisations.

3.2. The Universal Principle

- 3.2.1. The Universal Principle under the *Child Safe Organisations Act 2024* requires that all child safe entities create environments where Aboriginal and Torres Strait Islander children feel culturally safe (defined as feeling welcome, safe, valued, included, and respected).
- 3.2.2. To align to the Universal Principle, the QAS commits:
 - to creating environments where Aboriginal and Torres Strait Islander children feel safe, respected, and valued in their identity and culture;
 - Integrating cultural safety into all governance, decision-making, policies, and everyday practices;
 - to ensuring Aboriginal and Torres Strait Islander voices are included in program design, policy development, and decision-making processes;
 - To actively identifying and eliminating racism, bias, and stereotypes in our organisation, promoting respect and equality;
 - To consulting regularly with Aboriginal and Torres Strait Islander communities and review our practices to maintain cultural safety; and



- To listening to Aboriginal and Torres Strait Islander children about what makes them feel culturally safe and acting on their feedback.

3.3. Child Safe Standards for Child Safe Entities

3.3.1. The QAS is committed to ensuring that our services and operations align with the Child Safe Standards(which in turn complies with the National Principles for Child Safe Standards). In this regard the QAS will ensure that:

- Child safety and wellbeing is embedded in organisational leadership, governance and culture;
- Children and young people are informed about their rights, participate in decisions affecting them and are taken seriously;
- Families and communities are informed and involved in promoting child safety and wellbeing;
- Equity is upheld and diverse needs respected in policy and practice;
- People working with children and young people are suitable and supported to reflect child safety and wellbeing values in practice;
- Processes to respond to complaints and concerns are child focused;
- Staff and volunteers are equipped with the knowledge, skills and awareness to keep children and young people safe through ongoing education and training;
- Physical and online environments promote safety and wellbeing while minimising the opportunity for children and young people to be harmed;
- The child safe standards are implemented and they are regularly reviewed and improved; and
- Policies and procedures document how the organisation is safe for children and young people.

3.4. Responsibilities

3.4.1. As part of being a child safe organisation, the QAS and QAS executives and leaders are committed to:

- adhering to the Universal Principle and the Child Safe Standards;
- protecting children and vulnerable persons from sexual offences by maintaining systems and processes which enable the reporting of suspected sexual offences committed;
- proactively creating and maintaining an organisational culture that prioritises the health, safety and wellbeing and participation of all children and young people taking a child-centred approach to addressing the treatment, health, safety and wellbeing of children, young people, and their families and/or carers;
- ensuring cultural safety is embedded in governance, policies, training, and everyday practice
- ensuring appropriate engagement occurs with First Nations communities in defining, implementing, and measuring cultural safety;
- working in partnership with other government departments, non-government agencies and communities to ensure a coordinated and collaborative response to the diverse and individual needs of children, young people, and their families and/or carers;

- acknowledging and effectively responding to the unique needs of children and young people to ensure they feel safe, respected, and supported, particularly those from priority groups including:
 - those who identify as being of Aboriginal and/or Torres Strait Islander origins
 - from culturally and/or linguistically diverse backgrounds
 - with disability
 - identify as LGBTQI+, and
 - those with experiences in the child protection system
- maintaining arrangements which help to ensure the cultural safety of children and young people who identify as Aboriginal and/or Torres Strait Islander and those from culturally and/or linguistically diverse backgrounds;
- educating and communicating with all QAS employees, visitors and volunteers regarding their obligations to provide child safe treatment and engagement outcomes for children;
- providing appropriate mechanisms for children to engage with the QAS and raise complaints, questions and queries regarding their treatment; and
- meaningfully engaging with children, their families and/or carers to inform our activities.

3.4.2. All employees and volunteers within the QAS are responsible for:

- a) Adhering to the QAS Child Safety commitments specified within this policy;
- b) Contributing to a positive child safe culture that prioritises the health, safety and wellbeing of children;
- c) Protecting children and vulnerable persons and reporting the belief of sexual offences committed in accordance with the Child Safety Procedure and Clinical Practices Guide;
- d) Ensuring they understand and can competently undertake their role as it relates to child safety; and
- e) Undertaking any mandatory training in relation to child safety and cultural safety.

4. GLOSSARY

TERM	DEFINITION
Child	Under the Child Safe Organisations Act 2024 (Qld), a “child” is defined as a person aged under 18 years. In relation to the <i>Criminal Code Act 1899</i> , mandatory reporting obligations exist in relation to any child under 16, or a child under 18 with an impairment of the mind.
Child Safe Standards	Are defined by s9 of the <i>Child Safe Organisations Act 2024</i>
Universal Principle	Is defined by s11 of the <i>Child Safe Organisations Act 2024</i> , and provides that: In implementing and complying with the child safe standards, a child safe entity must provide an environment that promotes and upholds the right to cultural safety of children who are Aboriginal persons or Torres Strait Islander persons

5. REFERENCE

- *Ambulance Service Act 1991*
- *Child Protection Act 1999*
- *Child Safe Organisations Act 2024*
- *Criminal Code Act 1899*
- National Principles for Child Safe Organisations – Australian Human Rights Commission

6. AUTHORITY

This policy is authorised by the Commissioner, QAS

7. AMENDMENTS REGISTER

July 2022 V1.0	This Policy Statement is Version 1.0
December 2025 V2.0	Full review following the passing of the <i>Child Safe Organisations Act 2024</i> .