YOORANA
Women's Domestic Violence & Resource Service Inc

Statement of Commitment to the Safety and Wellbeing of Children

At Yoorana, we are committed to providing a safe, inclusive, and supportive environment where all children and young people (under 18 years of age) are valued, respected, and protected from harm. Every child has the right to grow up free from abuse, neglect, and exploitation, and to feel safe, supported, and empowered in our care.

We align our practices with the **Queensland Child Safe Standards**, the **National Principles for Child Safe Organisations**, the **Human Services Quality Framework (HSQF),** and relevant Australian laws, including the ***Child Protection Act 1999 (QLD)*** and the ***Privacy Act 1988 (Cth).***

In line with the Queensland Child Safe Standards, we commit to:

Implementing the **Universal Principle to promote and uphold the right to cultural safety of Aboriginal and Torres Strait Islander children**:

- We are a non-Aboriginal crisis accommodation service for women and children escaping domestic and family violence.
- We welcome the responsibility we now have to implement the Universal Principle on cultural safety for Aboriginal and Torres Strait Islander children and families.
- We commit to reflecting on where Yoorana is regarding cultural safety for Aboriginal and Torres Strait Islander children and families. We will do this by:
    - Commencing a self-assessment process for implementing the Universal Principle and Child Safe Standards in Queensland within the 26-27 financial year.
    - Following our self-assessment process, we will engage local Aboriginal and Torres Strait Islander communities to assist us in reviewing our processes, and collaborate to develop a plan to strengthen our cultural safety.
    - Collaborate with Aboriginal and Torres Strait Islander children and families who we work with for their views on cultural safety in our organisation.
    - Collaborate with our staff to strengthen their capability to create culturally safe practice and environment.
    - Include the actions to implement the outcomes of the self-assessment process in our Strategic Plan 2026 – 2028.

Zero Tolerance for Child Abuse

- Our organisation has **zero** tolerance for child abuse, neglect or harm. We expect all staff, volunteers, contractors, and partners to share in this commitment and uphold the highest standards of child safety and wellbeing.

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1. Leadership and Culture Child Safety is Embedded in Organisational Leadership, Governance and Culture	• Leadership and governance embed child safety, cultural safety, and diversity into our organisation's values, vision, and practices • Our board and management will demonstrate accountability, ethical practice, and commitment to the rights of children, particularly Aboriginal and Torres Strait Islander children. • Yoorana promotes respect, inclusivity, and transparency, ensuring all staff model safe and culturally responsive behaviours.
2. Voice of the Child Children and Young People are Informed, Heard and Participating 	• We prioritise the best interests of children and young people in every decision and action we take. • Yoorana acknowledges children and young people who are or have experienced DFV as victim-survivors in their own right. • Children, including Aboriginal and Torres Strait Islander children, are actively heard and involved in decisions affecting their lives and services. • Feedback and complaints processes are child-friendly, culturally safe, and accessible, with support from trusted adults or advocates where needed. • Children are informed of their rights in ways that are understandable and age-appropriate. • Children are supported to express their views and participate in decisions affecting them, including in feedback and complaints processes. • Advocates or trusted adults are available to assist children in exercising their rights safely.
3. Family and Community Families and Communities are Informed, Engaged and Participating	• We recognise the vital role of families, carers, and communities in keeping children safe and work in partnership with them to support the wellbeing of all children. • Families, carers, elders, and communities are consulted and involved in service delivery, planning, and review. • Engagement is conducted in safe, respectful, and culturally responsive ways. • Yoorana respects cultural protocols, traditions, and community knowledge, ensuring services are culturally responsive and co-designed where appropriate.
4. Equity and Diversity Equity is Upheld and Diversity is Respected	• Services are inclusive of all children, including those who are Aboriginal and Torres Strait Islander, culturally and linguistically diverse, LGBTIQ+, or living with disability. • Yoorana actively works to eliminate discrimination, bias, and barriers to participation, ensuring equitable access and outcomes. • Children's cultural identity, beliefs, and lived experiences are respected and integrated into service provision. • Yoorana acknowledges that children experience differing levels of vulnerability and opportunity. • We actively combat discrimination, racism, and bias, ensuring all children experience equitable access to services.
5. People People Working with Children are Suitable and Supported	• Staff, and volunteers, are carefully recruited, screened, trained, and supported to work safely with children. • Staff receive training in child safety, trauma-informed care, cultural safety, and DFV awareness. • Performance and practice are monitored, supervised, and supported, ensuring accountability for child-safe and culturally safe practices. • Staff working with Aboriginal and Torres Strait Islander children receive cultural awareness and cultural safety training, guided by local elders, communities, and cultural consultants.
6. Complaints Management Processes to Respond to Concerns and Allegations are Responsive and Effective 	• Children have access to safe, child-friendly complaint and reporting pathways. • Children can raise concerns with any staff member, or via our confidential Child-Safe reporting channels (email, phone, suggestion box), and will be supported throughout. • We actively seek their views, respect their voices, and involve them in decisions that affect them. • Complaints are managed promptly, confidentially, and in line with child-safe and privacy requirements. • We take allegations and safety concerns seriously, responding promptly, consistently, and with fairness to protect children and support their wellbeing. • All staff and volunteers are mandatory reporters under QLD law and must immediately report any suspected abuse or neglect in line with our policies and legal obligations

	• Processes are trauma-informed and culturally responsive, with oversight and escalation pathways for unresolved issues. • Reports of harm or risk to children are investigated promptly and confidentially, in line with legislation and child protection obligations. • Cultural safety is considered in all responses involving Aboriginal and Torres Strait Islander children, including consultation with families, elders, and cultural advisors.

7. Knowledge and Skills
Staff, Volunteers and Contractors are Aware of Child Safety and Their Responsibilities
	• Staff and volunteers are trained to understand:
	  ○ Child development and safety
	  ○ Trauma-informed care and DFV awareness
	  ○ Cultural competence, diversity, and inclusion
	  ○ The Universal Principle and cultural rights of Aboriginal and Torres Strait Islander children
	• Training is ongoing, regularly updated, and monitored for effectiveness.
	• All personnel are trained in child protection, mandatory reporting, cultural safety, and trauma-informed practices.
	• Regular supervision and reflective practice support staff in culturally safe and child-centered service delivery.

8. Physical and online environments (Including bullying and cyber-bullying) Risk Management is Proactive and Preventative 	• We provide welcoming, inclusive, and culturally safe spaces that recognise the strengths and needs of all children, including Aboriginal and Torres Strait Islander children, children from culturally and linguistically diverse backgrounds, children with disability, and those who may be more vulnerable. • All staff and volunteers are required to read and sign our Child-Safe Code of Conduct and demonstrate adherence to it in all interactions with children. • Yoorana provides safe physical spaces and online environments for children, protecting against harm, bullying, and cyberbullying. • Children are supported to report concerns safely regarding any risks in physical, social, or online spaces. • We take allegations and safety concerns seriously, responding promptly, consistently, and with fairness to protect children and support their wellbeing. • All staff and volunteers are mandatory reporters under QLD law and must immediately report any suspected abuse or neglect in line with our policies and legal obligations • Cultural safety is embedded in all spaces, ensuring children feel respected, included, and able to express their identity safely. • Child safety risks, including those affecting cultural safety, are assessed, monitored, and mitigated proactively. • Yoorana embeds cultural safety strategies into risk management for Aboriginal and Torres Strait Islander children, ensuring services do not inadvertently harm or marginalise them.
9. Continuous improvement Child-Focused Complaints and Feedback Mechanisms	• Feedback, complaints, and incident data are analysed to identify trends and inform improvements in child safety, cultural safety, and service delivery. • Regular policy and practice reviews incorporate lessons from Aboriginal and Torres Strait Islander communities and other diverse groups. • Continuous improvement is guided by HSQF, Child Safe Standards, ACNC, and human rights principles. • Children, including Aboriginal and Torres Strait Islander children, are provided age-appropriate, culturally safe avenues to express concerns, complaints, or feedback. • Mechanisms are trauma-informed and accessible, with support available from trusted adults, advocates, or cultural advisors.
10. Policy and procedures Continuous Improvement 	• All Yoorana policies and procedures support child safety, cultural safety, diversity, inclusion, and trauma-informed practice. • Yoorana reviews policies, practices, and outcomes to ensure compliance with Child Safe Standards, legislation, and cultural safety principles. • Consultation with Aboriginal and Torres Strait Islander communities informs ongoing improvements, ensuring the Universal Principle is embedded in all service delivery. • Regular audits, reflection, and workforce development ensure children's cultural and safety needs are central to organisational practice.