

# Mas National – Commitment to Child Safety Policy

---

## Child Safe Statement of Commitment

Mas National is committed to the safety of children for which we have responsibility for as part of our operations. Children have the same right to a safe training and work environment as other people in our workplaces.

While our commitment to the care and supervision of young people includes children, we also acknowledge our obligations under the Australian Capital Territory, New South Wales, Queensland, South Australian and Tasmanian Child Safe Standards.

## Purpose

Its purpose is to guide the design and implementation of Mas National policies, procedures and practices with the aim of protecting children from abuse.

This policy provides an overview of the key principles of our approach to child safety and their protection from abuse.

Mas National and its Board:

- Have a zero tolerance for child abuse.
- Is committed to acting in the best interests of children.
- Promotes cultural safety for children from indigenous and culturally and/or linguistically diverse backgrounds.
- Have systems in place to protect children from abuse.
- Works towards informing and empowering children.
- Is committed to providing a safe environment for children.
- Will take any allegations of abuse seriously and respond to them promptly in line with organisation's procedures.

## Scope

This statement is applicable to any Mas National staff and other relevant parties engaged in child-connected work.

Staff and relevant parties are individuals employed or contracted as full-time, part-time or on a casual basis by Mas National.

# Child Abuse

For the purpose of this policy, 'abuse' constitutes any act committed against a child involving the categories below:

**Physical violence** - occurs when a child suffers or is likely to suffer significant harm from a non-accidental injury or injuries inflicted by another person.

**Sexual offences** - occur when a person involves the child in sexual activity, or deliberately puts the child in the presence of sexual behaviours that are exploitative or inappropriate to their age and development.

**Serious emotional or psychological abuse** - occurs when harm is inflicted on a child through repeated rejection, isolation, derogation, teasing or by threats of violence.

**Serious neglect** - is the continued failure to provide a child with the basic necessities of life, such as food, clothing, shelter, hygiene, medical attention, or adequate supervision, to the extent that the child's health, safety, and/or development is, or is likely to be, jeopardised. Serious neglect can also occur if adequate measures are not taken to ensure the safety of a child exposed to dangerous or life-threatening situations.

## Roles and Responsibility

The Board has a due-diligence responsibility to monitor the adherence and appropriateness of the organisation's policies and procedures for protecting children from abuse.

The CEO is responsible for promoting an organisational culture and implementing policies and procedures that aim to protect children from abuse.

Managers and supervisors have a responsibility to raise awareness of the importance of child safety at Mas National and in the community that we operate. They have a defined role and responsibility for providing information and advice in relation to child safety and managing inquiries, concerns, and complaints in relation to child safety or abuse.

Staff and other relevant parties with responsibility for the care and supervision of children and other young people will be provided with information and instruction in the requirements of the:

- IntoWork Care and Supervision of Young People Policy,
- Mas National Code of Practice for the Care and Supervision of Young People, and
- Mas National – Commitment to Child Safety Policy

Staff and other relevant parties engaged in child-connected work must agree to abide by our Code of Practice for the Care and Supervision of Young People. The Code of Practice provides guidance on how to behave with children and the standards of conduct.

# Communicating Mas National's Commitment to Child Safety

The Mas National – Commitment to Child Safety Policy is available to interested parties on the Mas National website.

The Mas National – Commitment to Child Safety Policy is communicated to Mas National staff and other relevant parties engaged in child-connected work via its inclusion in induction material.

The Mas National – Commitment to Child Safety Policy is included in induction material for our clients engaged in child-connected work and children who utilise our services.

## Privacy

Mas National manage personal information in accordance with the Australian Privacy Principles. We are committed to maintaining the right to privacy and our responsibility for protecting personal information. Mas National takes reasonable steps in order to comply with these obligations.

## Risk Management

A systematic approach to managing risk is applied to Mas National operations based on the principles and guidelines contained in AS/NZ ISO 31000:2018. A risk management process is utilised for the identification, assessment, and control of risks for any situation where an undesirable or unexpected outcome may have a significant impact.

This risk management approach is applied to the protection of children, in addition to the general duty of care under health and safety legislation for all people in our workplaces.

## Contact for Further Information and Raising a Complaint or Concern

The following details can be used to raise a complaint or to obtain further information regarding the management of child safety at Mas National or child safety and abuse:

- Senior Manager or Quality Team member ([info@masnational.com.au](mailto:info@masnational.com.au)) that an allegation has been made to; or
- Mas National CEO, 1300 627 628, 191 Pulteney Street, Adelaide SA 5000

Staff and all people using our services are informed on reporting procedures if they observe abuse or are subject to abuse, and if they observe a dangerous situation or inappropriate behaviour.

Mas National take allegations of child abuse and safety concerns seriously. Procedures are in place to thoroughly investigate matters raised in a prompt manner. Arrangements are in place to access independent investigation services, if required.

Inquiry and complaint details will be required to be in writing so that they can be dealt with fully. Mas National will respond shortly after receiving written notice and deal with the matter in a confidential manner.

# Review and Continual Improvement

Senior management will review the continuing suitability, adequacy, and effectiveness of the arrangements for the care and supervision of young people. The review is to be conducted at intervals that are determined appropriate. The review must be documented and reported to the CEO.

The review process must ensure that the necessary information is collected and that interested parties are consulted to allow management to carry out the evaluation.

The review is to determine whether the organisation's care and supervision arrangements:

- Is being properly managed, and
- Is effective in meeting the objectives of the IntoWork Care and Supervision of Young People Policy

The review will include, and change where appropriate, the:

- Code of Practice for the Care and Supervision of Young People
- Mas National – Commitment to Child Safety Policy and
- Management systems and other elements in response to changing circumstances and a commitment to continual improvement.

REVIEW AND APPROVAL Rev.	Date	Nature of Changes	Approved By
1	07/05/2019	Original Release	John Glass - CEO
2	08/09/2021	Update reference to AS/NZ ISO 31000:2009 to 2018 version.	John Glass - CEO
3	09/01/2025	Updated to remove VIC and add ACT & NSW. Changed the title of the document from 'MAS – Child Safe Statement of Commitment'	Ruth Hundertmark – CEO
4	25/06/2025	Updated Adelaide address and added hyphen to 6 <sup>th</sup> subtitle.	Ruth Hundertmark - CEO