Child Protection & Student Welfare Policy

Our Commitment to the Safety, Welfare and Wellbeing of Every Child We Transport

Sydney Charter Bus Australia · Sydney Charter Bus Pty Ltd · ABN 44 134 888 912
NSW Bus Operator Accreditation No. 39461 · Operating since 2003 · 1300 468 199 ·
info@sydneycharterbus.com.au

When a school, a family or a care organisation trusts us to transport their children, they are placing something precious in our care. We take that responsibility with the seriousness it deserves. Sydney Charter Bus Australia is committed to the safety, welfare and wellbeing of every child and young person who travels with us, and to upholding the child protection framework that governs everyone working with children in New South Wales.

This policy sets out that commitment plainly: the standards we align to, the legal duties we meet, the checks our people hold, and how we respond if a concern ever arises. It reflects the NSW Child Safe Standards and the child protection laws administered by the Office of the Children's Guardian and the NSW Department of Communities and Justice.

Zero Tolerance of Child Abuse | Aligned to the NSW Child Safe Standards | WWCC Verified

Our Commitment

Sydney Charter Bus Australia is committed to being a child safe organisation. The safety and wellbeing of the children and young people we carry is our first priority, and we have zero tolerance of child abuse, neglect or harm of any kind. We recognise that every child has the right to be safe, respected and heard, and that keeping children safe is a shared responsibility held by everyone in our organisation, from management to every driver on the road.

Because we provide school transport, excursions and community group services, our drivers and staff work in and around children. We accept the duties that come with that, and we have built our practices to align with the NSW Child Safe Standards and to meet our obligations under child protection law.

The Legal Framework We Work Within

Child protection in New South Wales is governed by a clear body of law and oversight. We align our practices to the framework the NSW Department of Education and every child-related organisation works within.

Framework	What It Covers
Children's Guardian Act 2019 (NSW)	Establishes the NSW Child Safe Scheme and the ten Child Safe Standards, and empowers the Office of the Children's Guardian to regulate child-related organisations.
Child Protection (Working with Children) Act 2012 (NSW)	Requires anyone in child-related work to hold a valid Working With Children Check clearance.
Children and Young Persons (Care and Protection) Act 1998 (NSW)	Sets out reporting duties where a child is at risk of significant harm.
Reportable Conduct Scheme	Overseen by the Office of the Children's Guardian; governs how allegations of child-related misconduct by workers are reported and investigated.
Crimes Act 1900 (NSW)	Makes child abuse and related offences, including grooming, crimes.

This is a plain-language summary for information only and is not legal advice. The relevant legislation and the NSW Child Safe Standards are administered by the Office of the Children's Guardian (ocg.nsw.gov.au).

The Ten NSW Child Safe Standards

The ten Child Safe Standards were recommended by the Royal Commission into Institutional Responses to Child Sexual Abuse and are now law in NSW under the Child Safe Scheme. They are the benchmark for every child-related organisation in the state, including the NSW Department of Education. We align our practices to all ten.

#	Standard
1	Child safety is embedded in organisational leadership, governance and culture.
2	Children participate in decisions affecting them and are taken seriously.
3	Families and communities are informed and involved.
4	Equity is upheld and diversity is taken into account.
5	People working with children are suitable and supported.
6	Processes to respond to complaints of child abuse are child focused.
7	Staff are equipped with the knowledge, skills and awareness to keep children safe through continual education and training.
8	Physical and online environments minimise the opportunity for abuse to occur.
9	Implementation of the Child Safe Standards is continuously reviewed and improved.
10	Policies and procedures document how the organisation is child safe.

Standards as published by the Office of the Children's Guardian (ocg.nsw.gov.au).

Working With Children Checks

The Working With Children Check is the foundation of safe child-related work in New South Wales. It is a screening process run by the Office of the Children's Guardian that clears a person to work with children, and it is continuously monitored, so a clearance can be revoked if a person is later found to pose a risk.

Every relevant person is cleared	Drivers and any staff engaged in child-related transport hold a current, valid Working With Children Check clearance.
We verify, not just collect	Clearances are verified with the Office of the Children's Guardian and recorded, so we hold evidence that each person is cleared, not merely a copy of a card.
We monitor expiry	Clearance status and expiry dates are tracked, and anyone whose clearance lapses or is withdrawn is stood down from child-related work immediately.
Evidence on request	We can provide evidence of driver clearances to schools and care organisations on request, at contract commencement and at renewal.

Recognising and Reporting Concerns

Everyone who works with children has a role in keeping them safe, and that includes knowing how to respond if something is not right. Our drivers and staff are made aware of their reporting responsibilities and of the pathways for raising a concern.

Risk of significant harm	Where there are reasonable grounds to suspect a child is at risk of significant harm, concerns are reported to the NSW Department of Communities and Justice, guided by the NSW Mandatory Reporter Guide.
Concerns about a worker	Any allegation of misconduct by a member of our team towards a child is taken seriously, acted on, and handled in line with the Reportable Conduct Scheme and our obligations.
Working with schools	On school services, we work cooperatively with the school and its staff, who are best placed to act, and we escalate concerns to them promptly so the right people can respond.
Immediate danger	Where a child is in immediate danger, the first call is always to Police on 000.

Safe Conduct on Our Vehicles

Beyond the legal framework, day-to-day conduct is what keeps children safe on a bus. Our drivers work to clear, practical standards of behaviour and supervision.

A code of conduct	Drivers follow clear behavioural standards for working around children, consistent with Child Safe Standard 1.
Professional boundaries	Contact with children stays professional, transparent and appropriate to the transport task at all times.
Supervision and head counts	Seatbelt checks, head counts and post-trip vehicle sweeps ensure no child is unaccounted for or left on board, as set out in our safety policies.
Authorised release	On services where we set children down, children are released only in line with the arrangements agreed with the school or care organisation.
Accurate driver details	Schools have access to accurate, up-to-date details of the driver on each confirmed service, supporting accountability and coordination.

Training and Continuous Improvement

A child safe culture is not a document, it is a practice that is kept current. In line with Child Safe Standards 7 and 9, our people are made aware of their child protection and reporting responsibilities, and we review our practices so they keep pace with the law and with best practice. We treat any concern as an opportunity to check and strengthen how we work, and we welcome feedback from the schools, families and organisations we serve.

Our Promise to Schools and Families

When you book Sydney Charter Bus Australia to transport children, you can be confident that our people are cleared to work with children, that our practices align with the NSW Child Safe Standards, and that we take our child protection duties seriously on every single service. Keeping children safe is not an add-on to what we do, it is built into it. If you ever have a question or a concern about the safety of a child on one of our services, we want to hear it, and we will act on it.