

St Andrew's Toowoomba Hospital (SATH) is deeply committed to fostering a safe, respectful and nurturing environment for all children, young people, and adults who engage with our services.

As a Child Safe Organisation, SATH upholds the principles of the Child Safe Organisations Act 2024 and extends our safeguarding responsibilities to all vulnerable people across the lifespan. Guided by our Presbyterian heritage and values, we hold zero tolerance for abuse, harm, neglect, or misconduct in any form.

Consistent with our HEART Values and Code of Conduct, every member of the SATH community, including employees, Board members, volunteers, students, contractors, accredited practitioners, and visitors – shares the responsibility to uphold the dignity, welfare and human rights of all people who come into our care.

We uphold this commitment by:

- ▶ Creating a culture where safety is central to who we are as a hospital and embedded at every level of our organisation.
- ▶ Promoting the rights and voices of children, young people and vulnerable adults so they feel safe, respected, heard, and supported to participate in decisions about their care.
- ▶ Understanding and responding to the diverse needs of individuals and communities, including Aboriginal and/or Torres Strait Islander peoples, culturally and linguistically diverse groups, LGBTQIA+ individuals, people with disability, and people experiencing mental health concerns.
- ▶ Working collaboratively with patients, families, carers, community partners, health practitioners and external agencies to ensure coordinated and compassionate safeguarding responses.
- ▶ Providing healthcare environments – physical, digital and face-to-face – that actively minimise risk and enhance the wellbeing of all who access SATH services.
- ▶ Remaining attentive to emerging risks and continuously improving our safeguarding practices through ongoing learning, monitoring and review.
- ▶ Equipping all SATH staff with the training, skills, knowledge and support required to uphold safe behaviours and identify, prevent and respond to harm.
- ▶ Meeting all legal, ethical and professional obligations to safeguard children, young people and vulnerable adults, including mandatory requirements to identify, record and report suspicions of abuse, neglect or harm.
- ▶ Ensuring that accessible, responsive and trauma informed pathways exist for concerns, complaints or allegations of past or current abuse, and that every disclosure is treated with compassion, respect and timeliness.
- ▶ Maintaining robust governance, policies and procedures that reinforce strong leadership and accountability in safeguarding across the organisation.
- ▶ Implementing thorough, values aligned recruitment and screening processes to ensure that all SATH people are suitable, safe, and supported to enact safeguarding responsibilities in practice.