

## Child Safe Policy

### Document Control

Action	Person	Date
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\*ADD LPA LINKS

### Definitions

#### **Child/Children**

Includes children and young people up to the age of 18 (unless otherwise specified in this Guide or by law).

#### **Child Performer/Child Employee**

Includes children and young people up to the age of 18 (unless otherwise specified in this Guide or by law) that perform work for an organisation (both paid and unpaid).

#### **Employee**

Any adult (over the age of 18) engaged by an organisation that may work with children at any time including:

- Employees (permanent and casual)
  - leadership and management
  - administration
  - education instructors and youth workshop facilitators
- production and venue personnel (actors, stage management, chaperones, technical crew, etc.)
- volunteers
- contractors and sub-contractors
- work experience students/interns/secondments/student placements
- any other individual in the organisation that may deal with children.

#### **Employer/Organisation**

Organisation in the creative arts industry that employs or engages children as part of their business activities.

An organisation may employ or engage children in a number of ways (including but not limited to):

- casting them in a production (child employees)
- attendance of and interacting with child audience members

- providing instruction to children as part of a class/program/workshop
- using photos of children for media and promotion
- using children for professional promotional material (photography, voice-overs, film commercials)
- providing internships or work experience
- any other form of direct interaction with children performed as part of the organisation's business activities.

### **Industry**

Refers to organisations in the creative arts industry. This includes any live entertainment involving a performance art form including (but not limited to) dance, opera, music, circus, musical theatre and theatre. Organisations may be (but not limited to) performing arts companies, festivals, concert promoters or venues.

### **Parent/Carer**

Includes any parent, legal guardian, carer or family member responsible for a child.

### **Supervisor**

Qualified employee appointed to supervise or chaperone children (e.g. child performers, education program participants, work experience students). For the purposes of this Guide the definition of supervisor includes chaperones unless otherwise indicated.

### **Bullying**

Words or actions that are intentionally and repeatedly directed towards someone, or a group of people, to cause distress or risk to wellbeing e.g. discrimination, intentionally hurting someone, excluding someone, and cyberbullying

### Scope

This policy applies to any adult person (over the age of 18) engaged by Shopfront Arts Co-op that may work or interact with children at any time including:

- employees (permanent and casual):
  - leadership and management roles
  - administration
  - education instructors and youth workshop facilitators
  - production and venue personnel (actors, stage management, chaperones, technical crew, front-of-house staff / ushers, etc.)
- volunteers
- contractors and sub-contractors
- work experience students/interns/secondments/ student placements
- any other individual in the organisation that may deal with children

(Note: In this Policy, the term "employee" is used to cover all persons occupying any position listed above.)

A child includes children and young people up to the age of 18 (unless otherwise specified).

### Commitment to Child Safety

All children working with or engaged by *Shopfront Arts Co-op* have a right to feel and be safe, respected, valued and protected from harm. Children should be made aware of and feel confident in their rights and responsibilities.

*Shopfront Arts Co-op* is strongly committed to the safety and well-being of all children that interact with our organisation as employees, audience members, participants or otherwise by creating and maintaining a child safe environment. The welfare of children entrusted under our care is our first priority and we have zero tolerance for child abuse.

*Shopfront Arts Co-op* will take all necessary steps to prevent and protect children from abuse and neglect including:

- *Physical abuse*: purposefully injuring or threatening to injure a child
- *Emotional abuse*: an attack on a child's self-esteem e.g. through bullying, threatening, ridiculing, intimidating or isolating the child
  - *Bullying*: words or actions that are intentionally and repeatedly directed towards someone, or a group of people, to cause distress or risk to wellbeing e.g. discrimination, intentionally hurting someone, excluding someone, and cyberbullying
- *Sexual abuse*: any sexual act or sexual threat imposed upon a child
- *Neglect*: harming a child by failing to provide basic physical or emotional necessities.
- *Child grooming*: befriending and establishing an emotional connection with a child with the objective of sexual abuse.

### Supporting Children's Participation and Satisfaction

As a Co-operative, *Shopfront Arts Co-op* is committed to support, enable and promote the **active participation** of children by:

- encouraging expression of and respecting the views of children and parents (including carers or legal guardians)
- encouraging and empowering children and parents to raise any concerns or complaints
- listening to and acting upon any concerns raised by children and parents, carers or legal guardians
- seeking the input of children when making decisions about matters that concern them
- taking some of our policy to a focus group of Young People to ensure it's child-friendly and focussed
- ensuring children understand their rights and the appropriate behaviour expected of both adults and children
- teaching children what they can do and who they can turn to if they feel unsafe
- regularly survey and talk to Young People about Child Safe matters in workshops
- inform Young People about government and non-government services to aid in matters of child safety
- regularly survey parents about our child safe practices and to hear their concerns, opinions and suggestions
- ensuring employees dealing with children are skilful in facilitating their participation

- valuing diversity and not tolerating any discriminatory practices

*Shopfront Arts Co-op* aims to create an environment where children gain **satisfaction** from their interaction with our organisation as employees, participants in a class/program/workshop, or other activity by:

- supporting children to feel respected and in control of their behaviour/work
- ensuring children enjoy the overall experience of being engaged with a production or other organisational activity by conducting regular surveys
- encouraging children to assist each other in achieving goals they have set for themselves and developing a positive sense of pride in their work (e.g. discussing character development and stagecraft in groups and leading warmup activities)
- offering opportunities for children to derive personal satisfaction and a sense of achievement throughout their experience and the relationships they make

### Valuing Diversity

*Shopfront Arts Co-op* values diversity and we do not tolerate any discriminatory practices.

Our organisation is committed to protecting children engaged with our organisation from physical, sexual, emotional and psychological abuse, as well as neglect and contempt, ridicule, hatred, or negativity towards a child because of their race, culture, religion, gender (including transgender status), sexual orientation or disability.

In our activities with children we will:

- promote the cultural safety of Aboriginal children
- promote the cultural safety of children from culturally and/or linguistically diverse backgrounds
- promote the safety of children with a disability
- promote the safety of LGBTIQ+ children and young people

### Recruitment Practices

*Shopfront Arts Co-op* will take all reasonable steps to ensure we engage the most suitable and appropriate people to work with children.

This involves maintaining a rigorous and consistent recruitment, screening and selection process.

It is *Shopfront Arts Co-op's* policy to:

- interview and conduct thorough referee checks on all employees (with their most recent supervisors)
- develop clear duty statements and job descriptions for roles that involve work with children that state clearly our commitment to providing safe environments for children
- attain, check and keep a record of Working with Children Check and/or National criminal history/police checks for anyone with direct and unsupervised contact with children, such as employees designated to supervise or chaperone children / workshop facilitators



- ensure supervisors and artist-facilitators recruited are suitably experienced and qualified to care for the safety and well-being of children in accordance with their age and needs
- ensure prospective staff speak of their practice and experience being child-safe

### Support for Employees

*Shopfront Arts Co-op* seeks/is committed to support employees by:

- inducting new employees to our Child Safe Policy, Code of Conduct and other relevant policies and procedures
- encouraging relevant employees to attend periodical information sessions as they become available, to remain up-to-date with knowledge of child protection, nature and signs of child abuse, cultural competency, regulation updates and other matters that affect children
- providing Child Safe refresher courses at least once a year for all relevant employees
- appointing a Child Safety Officer to be the first point of contact to provide advice and support to employees on the safety and well-being of children engaged with the organisation
- providing additional specialised support and training opportunities for child safety officers and mandatory reporters
- ensuring employees feel encouraged and empowered to report any complaints, concerns or perceived risks to child safety to the Child Safety Officer or other relevant management position
- ensuring designated supervisors and chaperones of children that are new to the role work with experienced supervisors sufficiently before working on productions or programs requiring single supervisors.

### Code of Conduct

*Shopfront Arts Co-op* has developed a Code of Conduct to provide guidance to our employees on expected behaviours when in direct contact with or working around children.

All employees must abide by the Code of Conduct.

We ask relevant employees to sign a written statement confirming they have read, understood and will comply with the Code of Conduct. We retain a copy of all signed statements.

*Child grooming*: befriending and establishing an emotional connection with a child with the objective of sexual abuse.

### Communication

*Shopfront Arts Co-op* is committed to encouraging employees, children and parents (including carers or legal guardians) to raise any concerns or provide their views on the well-being of children involved with our organisation.



Shopfront Arts Co-op keeps employees, parents (including carers or legal guardians) and children informed of our organisation's child safe policies and procedures by:

- ensuring that employees have read, understood, and are aware of their obligation under the Child Safe Policy, Code of Conduct, and any other relevant policies and procedures
- making relevant documents easily accessible by displaying child safe materials in areas of common traffic, uploading relevant documents to our website, distributing documents to all relevant individuals, and having copies available upon request
- providing children and parents (including carers and legal guardians) with relevant Plain English child safe materials.

Parents (including carers or legal guardians) of children employed/engaged by Shopfront Arts Co-op as performers are provided with at least one contact from Shopfront Arts Co-op that is available to speak with them or to facilitate speaking with their children at any time during periods of work.

We provide parents (including carers or legal guardians) and children with information on:

- the child's expected role, activities, responsibilities and actions during their period of engagement
- the child's progress throughout the production and timely notice of schedules
- the rights of parents and children regarding supervision and workplace conditions, as determined by relevant state regulation
- our Child Safe Policy, Code of Conduct, and any other relevant policies and procedures.

Children are encouraged to communicate and ask questions regarding their engagement.

### Complaints and Reporting Procedure

We believe employees, parents (including carers or legal guardians), and children should feel enabled, empowered and supported to safely raise any concerns or complaints about any perceived risks to a child's safety or signs of abuse.

Shopfront's Mandatory Reporters are the CEO, Creative Director, Program Directors & Young Leader. All other staff members are inducted into Shopfront's Child Safe scaffold and have an understanding of how to identify potential child abuse and have a responsibility to report concerns to a mandatory reporter within the organisation. The mandatory reporter will complete an incident report and will externally report if required.

Types of abuse include:

- *Physical abuse*: purposefully injuring or threatening to injure a child
- *Emotional abuse*: an attack on a child's self-esteem e.g. through bullying, threatening, ridiculing, intimidating or isolating the child
  - *Bullying*: words or actions that are intentionally and repeatedly directed towards someone, or a group of people, to cause distress or risk to



wellbeing e.g. discrimination, intentionally hurting someone, excluding someone, and cyberbullying

- *Sexual abuse*: any sexual act or sexual threat imposed upon a child
- *Neglect*: harming a child by failing to provide basic physical or emotional necessities.
- *Child grooming*: befriending and establishing an emotional connection with a child with the objective of sexual abuse.

*Shopfront Arts Co-op* has developed a procedure to respond to any complaint of abuse or conduct not in keeping with this Policy and Code of Conduct, including means to take disciplinary action or rectify issues when necessary.

#### Risk Management

*Shopfront Arts Co-op* takes a preventative and proactive approach to minimising the risk of harm to children. As part of our organisation's WH&S risk management process we periodically conduct reviews to identify potential risks to the safety and well-being of children.

#### Implementation and Review Process

*Natalie Rose* has been appointed as **Child Safety Officer**, with *Lauren Scott-Young & Valentina Corona* appointed as **Deputy Child Safety Officers**. These people are responsible for being the first point of contact to provide advice and support to children, parents (including carers or legal guardians) and employees regarding the safety and well-being of children engaged with the organisation. This includes being the first point of contact for dealing with any complaint of abuse or conduct not in keeping with this Policy and Code of Conduct. The Shopfront CEO shall determine the resolution of complaints.

Our Child Safe Policy will be reviewed every year and we will undertake to incorporate feedback from children, parents (including carers and legal guardians), employees and any other relevant personnel. Staff members will also make a commitment to attend Child Safe refresher course at least once a year.

#### Code of Conduct – Employees

*Shopfront Arts Co-op* provides an open, safe and friendly environment for all children. This Code of Conduct outlines appropriate standards of behaviour by adults toward children. The Code of Conduct aims to protect children and reduce any possibility that abuse or harm could occur. It provides guidance to employees on how best to support children and prevent or better manage difficult situations.

#### Scope

All employees are required to comply with the Code of Conduct. This includes any adult person (over the age of 18) engaged by an organisation that may work directly with or around children at any time including:

- employees (permanent and casual): leadership and management roles, administration, education instructors and youth workshop facilitators, production and venue personnel (actors, stage management, chaperones, technical crew, ushers, etc.)
- volunteers
- contractors and sub-contractors
- work experience students/interns/secondments/student placements
- any other individual in the organisation that may deal with children

*(Note: In this Code, the term “employee” is used to cover all persons occupying any position listed above.)*

A child includes children and young people up to the age of 18 and vulnerable adults over the age of 18 who may be engaged by Shopfront in any capacity.

**Shopfront Arts Co-op’s employees are responsible for promoting the safety and well-being of children by complying with the following:**

- adhere to our child safe policies and procedures
- take all reasonable steps to protect children from the risk of abuse and neglect including:
  - *Physical abuse:* purposefully injuring or threatening to injure a child
  - *Emotional abuse:* an attack on a child’s self-esteem e.g. through bullying, threatening, ridiculing, intimidating or isolating the child
    - *Bullying:* words or actions that are intentionally and repeatedly directed towards someone, or a group of people, to cause distress or risk to wellbeing e.g. discrimination, intentionally hurting someone, excluding someone, and cyberbullying
  - *Sexual abuse:* any sexual act or sexual threat imposed upon a child
  - *Neglect:* harming a child by failing to provide basic physical or emotional necessities.
  - *Child grooming:* befriending and establishing an emotional connection with a child with the objective of sexual abuse.
- treat all children with dignity, equality and respect
- listen to and value the ideas and opinions of children
- act as a positive role model in your conduct with children
- develop positive relationships with children and parents (including carers and legal guardians) based on mutual trust and open communication
- be professional in your actions through your use of language, presentation and manner
- respect the privacy of children and parents (including carers and legal guardians), and only disclose information to people who have a need to know
- be aware of risks with communication and behaviour between children (including online and mobile)
- refrain from ‘tagging’ children and young people under 18 on online social media platforms (eg. Facebook, Instagram)
- aim to ensure children understand they are valued members of the production, program, audience or other experience





- acknowledge the uniqueness and potential of all children, in recognition that enjoying their childhood without undue pressure is important
- if by chance any children are found unsupervised, direct and accompany children to their supervisor or relevant management immediately
- report any breaches of these standards of behaviour to the Child Safety Officer or relevant management promptly

***Shopfront Arts Co-op employees MUST NOT:***

- discriminate against any child because of age, gender (including transgender status), cultural background, religion, vulnerability, disability or sexuality
- commit any form of bullying towards children and young people
- engage in behaviour that is intended to shame, humiliate, oppress, belittle or degrade children
- engage in any activity with a child that is likely to physically or emotionally harm them
- take photos or video of children without the explicit permission of the child (if 15 years of age or older) and their parent, carer or legal guardian, and relevant management
- share personal information or photos of children on social media without the informed consent of the child (if 15 years of age or older) and parent, carer or legal guardian, and relevant management
- work with children while under the influence of alcohol or illicit drugs
- ignore or disregard any concerns, suspicions, or disclosures of child abuse
- show overly familiar physical affection towards children or any unnecessary physical contact with children
- marginalise or exclude specific children
- show favouritism towards specific children such as the offering of gifts, special thanks, special treatment or inappropriate attention
- subject children to any form of physical punishment, social isolation, immobilisation or any other conduct likely to humiliate or frighten children
- enter children's dressing rooms (unless they are a designated supervisor, or approved to do so by a supervisor or relevant management)
- allow children to enter an adult's dressing room or crew areas, unless accompanied by their supervisor and approval has been granted by those in the dressing room
- close doors in rooms where children are present, unless children need privacy to dress
- allow children to (un)dress with others around (dressing should take place in private)
- do things of a personal nature for children that they are able to do for themselves, such as assisting with going to the toilet or dressing
- gossip in the presence of children
- distress a child for the purpose of eliciting a dramatic reaction
- Persuade a child or group of children that they have a 'special relationship'. For example:
  - i. Dedicate inappropriate special time with children
  - ii. Inappropriately allow children to overstep the rules
  - iii. Request the child to keep their relationship a secret
- inappropriately talk about sex
- accidentally touch a child intimately.
- have unauthorised contact with children online or by phone



All complaints or reports of conduct not keeping with this Code will be pursued in accordance with the organisation's Complaints and Reporting Procedure, including means to take disciplinary action if necessary.

#### Code of Conduct – Supervision of Children

Shopfront Arts Co-op provides an open, safe and friendly environment for all children. This Code of Conduct outlines expected standards of behaviour regarding the supervision of children by designated supervisors (including chaperones) and any other relevant staff in directly caring for children employed or engaged by the organisation (e.g. child performers, program participants, work experience students).

A child includes children and young people up to the age of 18 (unless otherwise specified).

Supervisors and/or chaperones are required to comply with this Code of Conduct in addition to the Code of Conduct applicable to all employees.

Supervision must comply with all relevant state regulations on the provision of adequate employment and workplace conditions for children.

Supervisors should be with children (under 15 years) at all times whilst they are in the care of our organisation. Children should not be left without direct supervision by a designated supervisor at any time.

No employees, other than designated supervisors, should be alone with children (under 15 years) at any time, and at no time should non-designated employees be placed in a circumstance where they are required to chaperone or supervise children. If by chance any children are found unsupervised, employees should direct and accompany children to their supervisor or relevant management immediately.

A supervisor's only responsibility should be the safety and well-being of the children they have been assigned to supervise (e.g. a member of stage management that is appropriately credited and temporarily supervising children should not be undertaking any other duties while supervising).

Supervisors are expected to build a mutually respectful, professional relationship with all children in their care.

The emotions and well-being of children should be checked periodically by supervisors to ensure their comfort and competence for the tasks assigned. If any of the children become distressed, withdrawn or overwhelmed for whatever reason the child should be given the opportunity to watch proceedings or compose themselves in private. Any concerns regarding the welfare of children are to be conveyed to management without delay.

Supervisors should appropriately guide children towards positive and responsible behaviour. Children should be made clearly aware of the guidelines and rules established on appropriate behaviour in order for them to act accordingly, and supervisors should monitor adherence and appropriately reinforce limit setting.

Supervisors should report inappropriate behaviour by any child to relevant management if the child does not respond to appropriate requests to improve behaviour.

### Policy on Exposure to Adult Themes

Child participants/members/performers (under 15 years) will **not** be placed in a situation that exposes them to **inappropriate behaviour or language** for their age level.

This includes:

- nudity (male and female genitals, buttocks and female breasts)
- obscenities, 'adult' talk (e.g. overtly sexual), smoking of any substance or drinking of alcohol (except as required in the performance following a conversation with the child about the use of adult language, substances or alcohol for dramatic purpose)
- harassment, humiliating or demeaning behaviour
- aggressive, threatening or uncontrolled behaviour
- inappropriate influence in regard to opinions, beliefs, behaviour or conduct.

It is important that the production children partake in, and the performance required of them, is not overtly dangerous, distressful, or inappropriate in any way, with regard to the child's age, culture, religion, maturity, emotional or psychological development and sensitivity.

If, due to the dramatic context of the production, children are required to participate in scenes containing potentially distressing, controversial or negatively influential material or themes, *Shopfront Arts Co-op* will discuss this with the child's parent/s, carer/s or legal guardian/s at the beginning of the rehearsal process and seek their consent.

All relevant details will be clearly explained to children and parents, carers or legal guardians, and all efforts will be made to minimise a child's exposure to potentially upsetting material. *Shopfront Arts Co-op* may also discuss strategies for minimising a child's exposure to upsetting themes with the relevant regulatory authority for child employment.

### Policy on Auditions and Casting

Shopfront Arts Co-op aims to ensure the casting and audition process for child performers (under 15 years) is a safe and positive experience by:

- informing parents (including carers or legal guardians) in the audition notice of relevant production details and how any concerning issues will be managed including:
  - details regarding choreography, content, and involvement of potentially frightening or confusing elements (e.g. animals, pyrotechnics)
  - details of how the potential negative effects of identified issues will be mitigated
- a statement that parents, carers or legal guardians are encouraged to discuss issues with children and express any concerns they may have with the relevant point of contact (e.g. supervisor, relevant management, Child Safety Officer)
- allowing children to meet supervisors and employees in a friendly and unthreatening environment
- having auditions conducted by appropriately experienced and screened employees

- allowing children and parents, carers or legal guardians adequate time to discuss and raise any concerns they may have
- avoiding the casting of children we believe might be being pushed past their limits by parents, carers, legal guardians or agents
- notifying children of success or otherwise as soon as possible, and providing constructive feedback where possible
- providing a positive audition experience for children that will build their confidence

#### Policy on Using Images of Children

This Policy outlines *Shopfront Arts Co-op* protocols for taking and publishing (in print or online) photos of children and young people up to 18 years of age.

We aim to protect the safety and privacy of **persons engaged by Shopfront** by:

- obtaining informed consent from a parent (including carers or legal guardians) and child (if 15 years of age or older) for the use of images of child performers
- Consent will be sought prior to taking or publishing images. Signed consent forms will be sought from parents/carers/legal guardians and we will provide details on how and where the images will be published, and if images will contain identifying or personal information about the child (e.g. school uniform, name, hobbies). Images containing identifying or personal information will be avoided where possible.
- informing parents, carers or legal guardians if the organisation wants to film or take photos of children for analysis purposes or to improve performances
- ensuring that if photos or filming of child performers is going to take place at a venue different from the usual workplace venue, that a parent, carer or legal guardian has agreed to be present or their consent has been provided for the supervisor to be present instead
- making sure professional photographers are aware that any images taken will remain the property of *Shopfront Arts Co-op* and cannot be used or sold for other purposes. Any digital files must also be destroyed or handed over to *Shopfront Arts Co-op*
- making sure photographers are not left unsupervised with children or have individual access to children
- avoiding the use of images of children in minimal clothing (e.g. revealing costumes)
- providing details to parents, carers and legal guardians on who to contact if they have concerns or complaints around the use of inappropriate images or inappropriate behaviour in taking or publishing images.

We aim to protect the safety and privacy of **child audience members or education program participants** by:

- using the Terms and Conditions of purchase and placement of a notice in a prominent position at the venue to make ticket holders aware that professional photographers may be engaged for official and marketing use
- making parents, carers or legal guardians of education program participants aware that professional photographers may be engaged for official and marketing use
- only publishing images that do not contain identifying information about children (e.g. school uniform, name) unless consent from parents/carers/legal guardians has been obtained



- making sure professional photographers are aware that any images taken will remain the property of *Shopfront Arts Co-op* and cannot be used or sold for other purposes. Any digital files must also be destroyed or handed over to *Shopfront Arts Co-op*
- making sure photographers are not left unsupervised with children or have individual access to children
- providing details to parents, carers and legal guardians about who to contact if they have concerns or complaints regarding the use of inappropriate images or inappropriate behaviour in taking or publishing images.

## Complaints and Reporting Procedure

### Scope

This Complaints and Reporting Procedure applies to any person (child or adult) involved with the organisation including:

- any adult (over the age of 18) engaged by an organisation that may work with children at any time such as:
  - employees (permanent and casual)
  - leadership and management roles
  - administration
  - education instructors and youth workshop facilitators
  - production and venue personnel (actors, stage management, chaperones, technical crew, ushers, etc.)
  - volunteers
  - contractors and sub-contractors
  - work experience students/interns/secondments/ student placements
- any other individual in the organisation that may deal with children (Note: In this Complaints and Reporting Procedure, the term “employee” is used to cover all persons occupying any position listed above.)
- children (under the age of 18 years unless otherwise specified)

- parents (including carers or legal guardians).

*Shopfront Arts Co-op* will provide children and parents with clear information on who to contact, and how to raise a concern or complaint.

## 1. Making a Complaint

### ***Who can make a complaint?***

Any person including employees, parents, carers, legal guardians and children can raise their concerns or lodge a complaint.

### ***What type of concerns should be raised?***

Any of the following should be reported to the appropriate contact promptly:

- inadequate working or participating conditions for children (as per relevant state child employment legislation or LPA Code of Practice for Child Employment in Live Entertainment)
- conduct not in keeping with the organisation's child safe policies and procedures
- perceived risks in the organisation's environment (e.g. inadequate working conditions)
- alleged, suspected or observed incidents of abuse or neglect (as a matter of urgency), including:
  - *Physical abuse*: purposefully injuring or threatening to injure a child
  - *Emotional abuse*: an attack on a child's self-esteem e.g. through bullying, threatening, ridiculing, intimidating or isolating the child
    - *Bullying*: words or actions that are intentionally and repeatedly directed towards someone, or a group of people, to cause distress or risk to wellbeing e.g. discrimination, intentionally hurting someone, excluding someone, and cyberbullying
  - *Sexual abuse*: any sexual act or sexual threat imposed upon a child
  - *Neglect*: harming a child by failing to provide basic physical or emotional necessities.
  - *Child grooming*: befriending and establishing an emotional connection with a child with the objective of sexual abuse.

Employees will be provided with information on how to recognise signs of potential abuse.

If employees suspect or witness an incident of unacceptable behaviour towards a child, they are obliged to report the incident to the appropriate contact as a matter of urgency. Employees should ensure that the child is safe from any immediate risks.

**Any person that believes a child is at immediate risk of abuse should call 000.**

In addition, mandatory reporters have the legislative requirement to make a report to Family and Community Services (FACS), about any concerns about the safety, welfare and wellbeing of a child for suspected child abuse and neglect. In NSW, mandatory reporting is regulated by the *Children and Young Persons (Care and Protection) Act 1998 (The Care Act)*.

### ***Who should complaints be made to?***



Complaints or concerns should be lodged with Child Safety Officer, Natalie Rose, Deputy Child Safety Officers, Lauren Scott-Young, and Valentina Corona, or relevant management position using any method (verbally, email, call, etc.) that the employee, parent (including carers or legal guardians) or child feels comfortable with.

Depending on the nature of the incident, the complaint or concern will then be recorded in an incident report by the employee or person lodging the complaint.

If an act of criminal activity has been alleged, such as physical or sexual abuse, the police will be informed urgently and the child will be kept safe from any immediate risks.

## 2. Investigating Complaints

### ***How will complaints from children be handled by the first point of contact or Child Safety Officer?***

*Shopfront Arts Co-op* employees that receive a complaint from a child will:

- let the child talk about their concerns in their own time and words, as well as give the child the necessary attention, time and space to raise their issues
- be a supportive and reassuring listener
- tell the child that raising their concerns was the right thing to do and let them know in plain language the process by which their concerns will be addressed and acted upon
- record the nature of the complaint in the child's own words
- contact the child's parents (including carers or legal guardians) if appropriate.

### ***How will all complaints be handled by the organisation?***

*Shopfront Arts Co-op* is committed to being responsive to concerns raised by employees, children and parents (including carers or legal guardians), and seek to resolve issues with the welfare of children as our first priority.

The child and (if appropriate) parent/s, carer/s or legal guardian/s will be informed of the steps the organisation is taking to address the complaint.

The appointed Child Safety Officer or relevant management will investigate the nature of the complaint raised in a timely fashion, allowing the person against whom the complaint has been made the opportunity to respond.

All complaints will be recorded in an incident report, completed in person or online.

## 3. Outcome

If appropriate and in the best interests of the child, the Child Safety Officer or relevant management will seek to resolve the complaint and rectify any issues raised to the satisfaction of all parties in the first instance.

*Shopfront Arts Co-op* may also provide support for the child by referring and assisting children and/or parents, carers or legal guardian to access other appropriate services.

### ***What happens if unacceptable conduct towards a child has occurred?***

In the event a complaint is proven to be accurate, the Child Safety Officer or relevant management will inform *the Executive Director / CEO* of the allegation and the outcomes of the investigation. The Child Safety Officer or relevant management may also recommend an appropriate course of action.

If a complaint has been made in regards to the actions of another child, their parents (including carers or legal guardians) will be informed.

Any complaints or concerns about perceived risks in the organisation's environment (e.g. inadequate working conditions, exposure to adult themes) will be addressed by *Shopfront Arts Co-op* and rectified promptly.

If *Shopfront Arts Co-op* becomes aware of, or has been alerted to, a risk of child abuse by someone involved with the organisation, we will act to reduce or remove the risk and protect the child as our first priority. We will promptly contact police when a child or adult alleges any criminal activity has occurred, such as physical or sexual abuse of a child.

#### 4. Resolution

##### ***How will the complaint be resolved?***

The CEO shall determine the resolution, including if:

- a person should be disciplined in accordance with the misconduct committed and within the organisation's means; or
- the matter should be referred to an appropriate authority for further investigation and action pursuant to the law.

For procedural fairness, any person involved in a complaint about unacceptable conduct towards a child is encouraged to seek support from their union or any other relevant person.

All complaints about unacceptable conduct shall be documented, including:

- an incident report
- record of action taken
- any internal investigation conducted
- any reports made to statutory or external bodies.

In accordance with security and privacy requirements, these records will remain confidential unless otherwise requested to be released by law. With due consideration of confidentiality and fairness in regards to any person whom a complaint is made against, the risk of harm to children is our primary concern.

#### Useful Links and Resources

##### **LPA Policies**

LPA Guide to Child Safety in the Live Performance Industry

[http://liveperformance.com.au/sites/liveperformance.com.au/files/resources/lpa\\_guide\\_to\\_child\\_safety\\_in\\_the\\_live\\_performance\\_industry\\_feb\\_2017.pdf](http://liveperformance.com.au/sites/liveperformance.com.au/files/resources/lpa_guide_to_child_safety_in_the_live_performance_industry_feb_2017.pdf)



LPA Guide to Child Employment Regulations  
[http://liveperformance.com.au/child\\_employment\\_guide](http://liveperformance.com.au/child_employment_guide)

### **Government**

Royal Commission into Institutional Responses to Child Sexual Abuse  
<http://www.childabuseroyalcommission.gov.au/>

NSW Office of the Children's Guardian  
<http://www.kidsguardian.nsw.gov.au/working-with-children>

### **Templates and Further Information**

Child Wise  
<https://www.childwise.org.au/>

ChildSafe  
<http://www.childsafe.org.au/>

Images of Children and Young People Online  
<https://aifs.gov.au/cfca/publications/images-children-and-young-people-online>

LPA Codes of Practice for Child Employment in Live Entertainment

LPA Guide to Child Employment Regulations

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