



Child Safety and Wellbeing Policy



Summary

Name of Policy	
Description of Policy	Child Safety and Wellbeing Policy
Policy applies to	<input checked="" type="checkbox"/> NGA wide <input type="checkbox"/> Specific (e.g. Department)
Policy Status	<input checked="" type="checkbox"/> New policy <input type="checkbox"/> Revision of Existing Policy
Category	<i>Governance</i>
Approval Authority	<i>Senior Management Group</i>
Responsible Officer	<i>Director</i>
Contact area	<i>Governance</i>
Date of Policy Review*	<i>November 2021</i>
*Unless otherwise indicated, this policy will still apply beyond the review date.	
Related Policies, Procedures, Guidelines and Local Protocols	<i>Child Safety Framework</i> <i>Complaints Process</i> <i>Code of Conduct</i> <i>Recruitment security procedures</i> <i>Risk Management Framework</i> <i>Record Keeping Policy</i>

Approvals

Position	Name	Endorsed	Date
<i>SMG</i>	Nick Mitzevich	Yes	22/11/19
<i>Council</i>	Ryan Stokes	Yes	6/12/19



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Child Safety and Wellbeing Policy

1. Purpose

This policy demonstrates the National Gallery of Australia's (the Gallery's) commitment to the safety and wellbeing of children and young people. This is achieved by informing all staff, volunteers and contractors of their obligations to engage ethically with children and young people. All parties must ensure the safety and wellbeing of children and young people in all aspects of the National Gallery's activities onsite and online. The policy will be regularly reviewed to ensure compliance with the Commonwealth's Child Safe Framework.

2. Scope

This policy applies to;

- All National Gallery of Australia employees;
- Volunteers, interns, trainees;
- Contractors and consultants engaged to the Gallery.

The policy aims to guide the safety and wellbeing of children and young people visiting the Gallery and taking part in all activities both onsite and online.

3. Background

The National Gallery of Australia is committed to providing a safe and friendly environment for children to enjoy and learn about art. The Gallery has established a Child Safety Framework that maps the documentation, procedures and processes that are in place across the organisation to support a safe environment for children and visitors to the Gallery. This existing framework ensures policies, recruitment, the building environment and communications address issues sensitive to the needs, wellbeing and safety of children. This framework will now be supported by this policy.

Implementation of the Child Safety Framework developed by the Commonwealth Government is a legislative requirement to ensure strong processes, procedures and risk strategies to promote and protect the safety and wellbeing of children and young people. This policy describes how the Gallery will implement the National Principles outlined in the Commonwealth Child Safe Framework.

The Gallery's commitment to child-safe practices is aligned to both Commonwealth and ACT legislation.

4. Definition and terminology

Gallery means the National Gallery of Australia, a statutory authority established in accordance with the Act.



Child is a person aged 0-11 years

Young Person is a person aged 12-17 years.

Responsible Adult is a person over the age of 18 years.

Vulnerable person means children (up to the age of 12) or adults, who are disadvantaged, and accessing a regulated activity in relation to the disadvantage.

Accountable Authority is the National Gallery of Australia Council

5. A commitment to child safety and wellbeing

The Gallery is committed to the National Principles of Child Safe Organisations outlined in the Commonwealth Government's Child Safety Framework. The Gallery has put into practice a Child Safety Framework to ensure the Gallery is a safe environment for children and young people. This Framework includes the processes related to policy adherence, risk, recruitment, infrastructure, communications and our response to issues and complaints.

The Gallery aims to have a child safe culture modelled at all levels of the organisation through leadership, advocacy, training and development. All employees, contractors and volunteers are expected to adhere to high standards of ethical conduct and guided in this process through the Gallery's Code of Conduct and the Gallery's Code of Ethics.

The Gallery has staff in Education, Programs and Visitor Experience teams with expertise, skills and knowledge specific to the needs of children, their learning and safety.

Implementation of this policy will be overseen by the Senior Management Group and coordinated by a taskforce comprised of representatives from Visitor Experience, Programs and Education, People Support and Development and Governance. This group will be responsible for the development of the Children's Charter in a consultative process to outline the Gallery's commitment to children and young people.

6. Engagement and child participation

The Gallery is committed to an inclusive and accessible environment for children and young people and will encourage and enable children and young people to have their rights respected, participate in decision-making and have their voices heard. This will be achieved by:

- The development of a Gallery Children's Charter – this charter will be a public commitment to the principles for Child Safe Organisations and be developed in consultation with senior management, employees, volunteers and children and young people engaged with the Gallery.
- Engagement with the Gallery Youth Council to seek the views of young people and foster participation in decision making on the safety and wellbeing of children and young people at the Gallery.

7. Communication: Involving families and communities

The Gallery has effective communication strategies for engaging with and responding to the diverse needs of families and communities. The Gallery publishes a set of dedicated pages on the website



with information for parents and children regarding visiting the gallery.

The Gallery has established policies and practices for seeking parental consent for relevant activities including public programs, education events and any promotional or marketing material.

Feedback will be sought regularly by families and communities through mechanisms such as feedback surveys, a dedicated feedback section on the website and through direct communication with staff from Visitor Experience, Programs and Education.

8. Respecting equity and diversity

The Gallery has a commitment to inclusion and diversity and this is embedded throughout the organisation's culture and reflected in the Gallery's Principles, Values and policies such as the Code of Ethics, the Workplace Diversity Plan, the Anti-Discrimination Policy, Breastfeeding Policy, Children in the Workplace Guidelines and the Working with Vulnerable People Policy.

The Gallery also provides a range of training and support courses online including cultural awareness training. The Gallery's Teen Council has established a vision statement that embraces the principles of equity, diversity and inclusion.

9. Recruitment, training and staff support

Employees and volunteers at the Gallery will be provided with training and development to ensure they have the skills and support to enable and foster a safe environment for children and young people. The Gallery ensures all staff in Education, Public Programs, Security and Visitor Experience teams have the expertise, skills and knowledge specific to the needs of children, their learning and safety.

All staff and volunteers who work in Education and Programs, Security and Visitor Experience have a high level of engagement with children. They are therefore required to have a current ACT Working with Vulnerable People (WWVP) registration (or interstate equivalent until updated) as included in their position description and selection criteria. Six monthly checks of these registers are undertaken to ensure staff and volunteers have valid cards and details are updated.

As part of the on-boarding process, police checks are undertaken for all staff, volunteers, interns and contractors at the Gallery.

Induction training is provided for all staff and volunteers outlining child safety and wellbeing responsibilities, policies and procedures, external reporting obligations and the Code of Conduct.

The Gallery's People Support and Development team maintain a program for ongoing support, training and development and performance management for staff and volunteers with some responsibility for volunteers under the Programs and Education work areas.

10. Complaints and feedback

The Gallery has a feedback and complaints procedure in line with the Gallery's Service Charter which is outlined on the website for visitor comments.

Responses are coordinated by the Visitor Experience Manager and may involve the relevant section



manager.

The National Gallery's Working with Vulnerable People Guidelines directs the reporting processes in relation to inappropriate conduct toward vulnerable people (which includes children).

The Social Media Policy and documentation includes directions in relation to moderation and response.

A clear process and mechanism for making a complaint is displayed on the website.

The Gallery's policies on Privacy, Code of Conduct and reporting to the Accountable Authority all provide a governance framework for the appropriate manner to receive and respond to complaints and feedback.

11. Safe physical and online environments

The Gallery implements the following strategies to promote child safety and wellbeing in both our online and onsite environments.

- The Gallery's Risk Management Framework provides an effective mechanism to address risk related to child safety in the Gallery's activities and programs.
- All employees, contractors and volunteers undergo suitable screening with police and where necessary a WWVP check.
- Incident report forms are completed by staff following First Aid incidents or near misses with children and other visitors, staff or contractors. These are coordinated through the WHS Officer in People Support and Performance and reviewed to mitigate risk.
- Messaging and warnings around art that may be of a sensitive nature are in place when required so visitors can make appropriate choices.
- The Gallery does not publish images or details of visitors, families and children without the written permission of legal guardians and parents in print, online or on social media.
- At major events 'opt out' signage is in place notifying visitors when filming is taking place that could result in images or video published online or in print.
- When an opt out system is in place Gallery staff and contractors will request verbal permission before photographing/videoing visitors to publish online or in print by the Gallery.
- For discrete smaller programs a photography/video permission form will be given to parent/carers to provide permission for children under 18 years of age to be recorded and approve use for publication online including social media and in print. Copies of completed forms will be kept in a digital form and stored attached to the programs they pertain to within the Gallery network.
- Children under 18 years will not be identified by name, ensuring their privacy is respected. Discrete exceptions may be negotiated on a case by case basis with parents/carers and child.

12. Review of policy and practices

The Gallery will review this policy according to the scheduled review date. The Child Safety Framework taskforce will meet annually or as required to review and update the Gallery Child Safety



Framework.

13. Documenting policies and procedures

The Child Safety and Wellbeing policy will be communicated to all staff, through induction and all staff forums and will be provided to the public on the Gallery website.

14. Revision history

Version #	Date	Responsible officer	Comments
1.	November 2019	G. Bobsien	