

Statement

- In line with the Child Wellbeing and Safety Amendment (Child Safety Standards) Act 2015, the National Gallery of Victoria (NGV) is committed to upholding the Victorian Child Safe Standards, to the best of its abilities and resources.
- The NGV upholds itself as an organisation committed to the participation and empowerment of all children.

Application

- These guidelines outline appropriate standards of behaviour by adults towards children
- The guidelines aim to help staff by providing them with guidance on how to engage with children and their families
- All NGV staff, including employees, volunteers, work experience students and interns, and contractors engaging with children and families are required to adhere to these guidelines

Context

The *Child Wellbeing and Safety Amendment (Child Safety Standards) Act 2015* was updated and introduces a new, broad definition of 'child abuse' that extends beyond criminal sexual offences and includes, the infliction of serious emotional or psychological harm on a child.

Key Principles

All NGV staff, including employees, volunteers, work experience students and interns, and contractors engaging with children are responsible for promoting the participation and empowerment of children by:

- Adhering to the NGV's Conditions of Entry, Code of Conduct, and NGV policies and procedures
- Welcoming all children and their families and carers and being inclusive
- Treating everyone with respect, including listening to children and responding to them appropriately
- Respecting cultural, religious and political differences and acting in a culturally sensitive way
- Respecting the privacy of children and their families, and only disclosing information to people who have a need to know
- Allowing children and young people to do things that they can do for themselves
- Interacting with children in an open and transparent way – other adults should always know about the interactions you are having with children
- Reporting and acting on breaches to these guidelines, complaints or concerns

All NGV staff, including employees, volunteers, work experience students and interns, and contractors engaging with children and families must NOT:

- Raise their voices with children or carers
- Ignore or disregard any incidents or safety concerns regarding children
- Use prejudice, oppressive behaviour or language with children and families
- Touch a child or spend time alone with a child
- Discriminate on the basis of age, gender, race culture, vulnerability or sexuality
- Develop or show favouritism with children through the provisions of gifts or unnecessary attention
- Exchange personal contact details such as phone number, social networking site or email addresses with children
- Have unauthorised contact with children online or by phone
- Take identifiable photos or film children if not for work purposes.

Reporting Concerns about The Safety of Children

Staff are obligated to speak up and report any suspicions or reportable behaviour, including

- A sexual offence, sexual misconduct or physical violence committed against, with or in the presence of a child;
- Behaviour causing significant emotional or psychological harm to a child; or
- Significant neglect of a child, or misconduct involving any of the above.

Reports are to be made immediately to the Head of Human Resources, manager or Associate Director, Governance, Policy, Planning and IT. Please refer to reporting chart.

Consult HR directly if you are unsure.

Definitions

Child

A child is anyone *who has not yet reached their 18th birthday*.
'Children' therefore means 'children and young people'.

Further Information

- Victorian Child Safety Standards, 2015
- [Working With Children ACT 2005](#) (Vic)
- Code of Conduct for Victorian Public Sector Employees

NGV REPORTABLE CONDUCT SCHEME STAFF REPORTING PROCESS

Who can make a report?

- All NGV employees (including volunteers, work experience students/interns, contractors and office holders).
- Visitors or members of the public, including children.

What can you make a report about?

Make a report if you have reasonable belief that there has been:

- A sexual offence, sexual misconduct or physical violence committed against, with or in the presence of a child;
- Behaviour causing significant emotional or psychological harm to a child;
 - Significant neglect of a child;

AND

- It involves an NGV employee, NGV site or NGV activity.

IF A CHILD IS AT IMMEDIATE RISK:

- **Contact NGV Security:**
 - Use your radio
 - Call (03) 8620 2405 or 0400 104 982 (NGVI)
 - Call (03) 8662 1505 or 0401 590 291 (NGVA)
- **Push a duress button**
- **Call 000 in an Emergency**

How to make a report involving...

An NGV employee

(Including volunteers, work experience students/interns, contractors or office holders over 18 years of age)

Report concern to your Manager or the Head of HR.

Head of HR will complete a Child Safety Reportable Conduct Form.

Director will be notified. Depending on nature of allegation, NGV may contact Victoria Police.

Reporting obligations to Commission for Children & Young People, and Creative Victoria, undertaken.

NGV will conduct an investigation in line with the Performance & Discipline policy and procedures. Action taken, if appropriate.

A Visitor at NGV

Report concern to NGV Security.

NGV Security will handle matter in accordance with NGV Security protocols.

Security Manager will alert Head of Facilities and Operations, Associate Director (Governance, Policy, Planning & IT) and relevant EMT member to incident.

Appropriate actions taken to assist any potential Victoria Police investigations, as well as prevent similar incidents reoccurring (where applicable).

Other individual/s

(i.e. not involving NGV Staff, NGV site or NGV activities)

Report to Victoria Police, or Child Protection Crisis Line (13 12 78).

For more information, please see the NGV Reportable Conduct Scheme Overview located in the Procedures section of the Intranet.

NGV REPORTABLE CONDUCT SCHEME - RECEIVING EXTERNAL REPORTS

Who can make a report?

- All NGV employees (including volunteers, work experience students/interns, contractors and office holders).
- Visitors or members of the public, including children.

What can people make a report about?

People can make a report if they have reasonable belief that there has been:

- A sexual offence, sexual misconduct or physical violence committed against, with or in the presence of a child;
- Behaviour causing significant emotional or psychological harm to a child;
- Significant neglect of a child;

AND

- It involves an NGV employee, NGV site or NGV activity.

IF A CHILD IS AT IMMEDIATE RISK:

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What should you do if someone wants to make a report involving...

An NGV employee

(Including volunteers, work experience students/interns, contractors or office holders over 18 years of age)

Advise the person that it's best if an appropriate senior staff member takes their report. Request their contact information and assure them they will be contacted back.

Let your manager or the Head of HR know immediately.

Head of HR will contact the person and complete a Child Safety Reportable Conduct Form.

Director will be notified. Depending on nature of allegation, NGV may contact Victoria Police.

Reporting obligations to Commission for Children & Young People, and Creative Victoria, undertaken.

NGV will conduct an investigation in line with the Performance & Discipline policy and procedures. Action taken, if appropriate.

A Visitor at NGV

First, confirm there is no immediate risk to a child.

Then, advise the person they will need to report their concerns to NGV Security.

Contact NGV Security.

NGV Security will handle matter in accordance with NGV Security protocols.

Security Manager will alert Head of Facilities and Operations, Associate Director (Governance, Policy, Planning & IT) and relevant EMT member to incident.

Appropriate actions taken to assist any potential Victoria Police investigations, as well as prevent similar incidents reoccurring (where applicable).

Other individual/s

(i.e. not involving NGV Staff, NGV site or NGV activities)

Advise the person to report to Victoria Police, or contact the Child Protection Crisis Line (13 12 78).

For more information, please see the NGV Reportable Conduct Scheme Overview located in the Procedures section of the Intranet.