

POLICY STATEMENT



Title: Child Safety and Wellbeing
(Effective 10 February 2020)

CATEGORY: SECURITY AND RISK MANAGEMENT

OWNER: VENUES
VENUE MANAGEMENT DIRECTORATE

REFERENCE: D20/2322

INTRODUCTION

VenuesWest is committed to the safety and wellbeing of children and young people who enter our venues and access our services.

We aim to provide child safe and child friendly environments where children and young people are safe, and feel safe, and their wellbeing is at the forefront of the service delivery.

This policy is supported by procedures which:

- define relevant risk management strategies
- manage personal and sensitive information
- prescribe recruitment, employment screening and mandatory qualification requirements
- detail processes for reporting suspicion of children or young people being at risk
- explain the actions and consequences for breaches of child safety and wellbeing policy provisions

This policy is to be read in conjunction with:

- SECURITY AND RISK MANAGEMENT – Public Safety and Security Policy
- EVENTS AND SERVICES – Conditions of Entry Policy
- GOVERNANCE – Privacy Policy
- Commissioner for Children and Young People – National Principles for Child Safe Organisations WA: In Brief

SCOPE

This policy applies to members of the Board, employees, contractors, sub-contractors, licensees, venue hirers and visitors entering VenuesWest self-managed venues.

This policy applies to all services and activities which involve, result in or relate to contact with children.

This policy does not apply to co-managed and partner managed venues. However, the contractual mechanisms in place will be used to ensure that the related policy resources at those venues address the core components of this policy.

OBJECTIVE

This policy aims to:

- clearly demonstrate the organisation's commitment to the safety and wellbeing of children and young people
 - inform individuals of their obligations to act ethically towards children
 - define the individual and collective responsibilities for ensuring a safe environment and creating a culture where child safety and wellbeing is prevalent in decision-making and service delivery.
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PRINCIPLES

The application of this policy is defined, guided and supported by the following principles:

1. Planning, decision-making and operations will:
 - a) take a preventative, proactive and participatory approach to child safety
 - b) foster a culture that supports the safe disclosure of risks of harm and reporting of suspected harm, neglect or abuse
 - c) provide guidance on appropriate conduct and behaviour towards children
 - d) involve communication processes that enable regular engagement with families and carers and provide avenues for children to give feedback and raise issues comfortably
 - e) respect diversity in cultures and child rearing practices while keeping child safety paramount
2. Recruitment and pre-employment screening activities and mandatory qualification requirements will be managed to ensure the most suitable people are engaged to work with children.
3. Ongoing education, training and re-certification practices will be undertaken to ensure employees are equipped with the knowledge, skills and awareness to keep children and young people safe.
4. Information will be shared appropriately and lawfully with other organisations where the safety and wellbeing of children is at risk giving due consideration to confidentiality and privacy.
5. Incidents relating to child safety and wellbeing will be reviewed and actioned through internal investigation processes and reported/referred to external agencies where necessary based on the severity and nature.
6. Audit, review and refine service delivery activities and business practices associated with, resulting in or relating to contact with children will be conducted to ensure compliance and continuous improvement.

AUTHORITY

National Principles for Child Safe Organisations

Commissioner for Children and Young People Act 2006

Western Australian Sports Centre Trust Act 1986

Public Sector Management Act 1994

VenuesWest Code of Conduct

DELEGATION

As per the VenuesWest Delegation Instrument

DEFINITIONS

WORD	MEANING
Abuse	Of a child or young person means physical, sexual and emotional abuse
Adult	A person who has reached 18 years of age
Carer	A person who provides care for a child under a placement arrangement.
Child Harm	Harm to a child's physical, emotional or psychological development
Child/Young Person Children / Young People	People under 18 years of age



WORD	MEANING
Neglect	A failure to provide the child or young person with the necessity of life if the failure has caused significant harm to their wellbeing or development.
Parent	A person who at law has the responsibility for the long-term and day-to-day care, welfare and development of a child.
Young person	A person who is 12 years old or older, but not yet an adult.

ROLES AND RESPONSIBILITIES

EXECUTIVE AND MANAGERS

- a) provide leadership which demonstrates the organisation's commitment to the safety and wellbeing of children and young people
- b) clearly communicate the policy purpose and requirements to ensure it is understood and supported by all involved
- c) set out standards of behaviour and practices for employees working with children and young people
- d) increase awareness of risks to children and young people and implement strategies to minimise such risks
- e) build employee knowledge of how to identify if a child or young person is, or may be, at risk and the process for responding and reporting
- f) ensure policy and procedures meet the requirements for establishing child safe environments including performing risk assessment and management processes
- g) respond quickly, fairly and transparently to any serious complaints made by a child, young person or their parent/guardian
- h) establish compliant processes for external reporting, recordkeeping and information sharing
- i) manage breaches of this policy in accordance with the Code of Conduct and Discipline Policy

EMPLOYEES PERFORMING SERVICES AND ACTIVITIES WHICH INVOLVE, RESULT IN OR RELATE TO CONTACT WITH CHILDREN

- a) take reasonable steps to ensure the safety and wellbeing of children and young people
- b) be a positive role model to children and young people in all conduct with them
- c) set and comply with clear boundaries about appropriate behaviour when carrying out duties and responsibilities with children and young people
- d) listen and respond appropriately to the views and concerns raised by children and young people
- e) be alert to children and young people who are, or may be at risk and take appropriate action to report concerns
- f) provide feedback to both children and parents or guardians
- g) adhere to the requirements of the Code of Conduct and the Child Safety and Wellbeing Policy at all times

PEOPLE AND CULTURE TEAM

- a) Undertake appropriate recruitment and pre-employment screening activities for new employees and ensure mandatory certifications are obtained prior to commencement of employment.
- b) Conduct audits of mandatory qualifications and certifications to ensure compliance of employees undertaking services or activities involving, resulting in or relating to contact with children.
- c) Facilitate appropriate learning and development opportunities to ensure are equipped with the knowledge, skills and awareness to keep children and young people safe.



PRIVACY

VenuesWest collects information for the purpose of establishing and maintaining employee and personnel records. Personal information will not be passed onto any third party unless prior approval is obtained from the individual or unless legally required to do so. Information is collected in accordance with the principles of the *Freedom of Information Act 1992 (WA)* and the *Privacy Act 1988*.

COMPLAINTS

1. Complaints relating to a breach of an Information Privacy Security Principle (as per the Privacy Act 1998) will be investigated internally by the most appropriate person depending upon the nature of the inquiry.
2. Complaints which do not indicate a breach of the Privacy Act 1998 will be managed in accordance with the following VenuesWest policies:
 - a) VENUE MANAGEMENT - Customer Service and Feedback Policy – for matters involving customers, clients, patrons, members of the public, visitors and external stakeholders.
 - b) HUMAN RESOURCE MANAGEMENT – Grievance Resolution Policy – for matters involving employees of VenuesWest.

FURTHER INFORMATION

Should you require further information about this Policy Statement, please go to the 'Contact Us' page on our website at www.venueswest.wa.au

Alternatively, you may contact us by:

- Calling – 9441 8222
- Emailing – contactus@venueswest.wa.gov.au
- Visiting our Customer Service Team at:
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100 Stephenson Road
Mount Claremont WA 6010

