

CHILD AND YOUNG PEOPLE SAFETY AND WELLBEING POLICY

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Definitions

Term	Definition
Child abuse includes	<ul style="list-style-type: none"> any act committed against a child involving: <ul style="list-style-type: none"> a sexual offence; or grooming; and the infliction, on a child, of: <ul style="list-style-type: none"> physical violence; or serious emotional or psychological harm; and serious neglect of a child.
Child connected work	Child connected work means work authorised by the MHM and performed by an adult in the MHM environment while children and young people are present or reasonably expected to be present.
Child safety	Child safety encompasses matters related to protecting all children from child abuse, managing the risk of child abuse, providing support to a child at risk of child abuse, and responding to incidents or allegations of child abuse.
CSS	<p>Child Safety Standards (CSS), the Victorian 11 standards. The CCS were developed by the <i>Royal Commission into the Institutional Response to Child Sexual Abuse</i> and have been adopted for use by state and federal governments of Australia.</p> <p>The purpose of the standards is to provide institutions with tangible guidance's to create and maintain workplace culture, adopt practices that put the interest of child/ren and young people first to keep them safe from harm. As part of MHM's commitment to child/ren and young people safety and wellbeing and zero tolerance to child abuse, it has taken these CSS and embedded them into our commitments, policies, and process.</p>
Complaint	<p>The term 'complaint' should be interpreted broadly. It can include expressions of dissatisfaction about an organisation related to one or more of the following:</p> <ul style="list-style-type: none"> its services or dealings with individuals allegations about the conduct of its staff, volunteers or other individuals engaged by the organisation another child or young person at the organisation, or the handling of a prior concern.
Diversity	Diversity refers to the visible and invisible differences that exist between people including (but not limited to) disability, sex, sexual orientation, gender identity and intersex status, age, race, ethnicity, religion, culture, physical impairment and relationship and parental status. Diversity also encompasses the ways people differ in terms of their educational background, life and working experiences, carer responsibilities, socio-economic background, and geographical location.
Equity	Equity refers to ensuring that everyone within the Melbourne Holocaust Museum is treated in a fair manner according to their individual needs and circumstances and adopting practices which provide everyone with equal opportunities to succeed at work, experience and learn.
Ethical behaviour	Ethical behaviour to mean that you act honesty, treat people equally, be open and clear in communication and not break any policies or processes of MHM.
Governance	Governance within an institution are the systems in placed to control and operate the organisation and mechanisms that which the MHM staff are held accountable.



Inclusion	Inclusion refers to ensuring that employees and members enjoy equal opportunity without any barriers due to their differences.
Intentional emotional or psychological harm to a child	MHM staff engaged in the behaviour deliberately. <i>For example: A teacher admits that they deliberately humiliated a student in front of the class</i>
MHM	Melbourne Holocaust Museum Inc, in its capacity as the employer, its authorised employees, and managers, the museum, and the organisation as named in the Constitution of the MHM
MHM staff	MHM staff means an individual working in the Melbourne Holocaust Museum environment who is: <ul style="list-style-type: none"> • employed by the MHM; • directly engaged or employed by MHM; • board members of MHM or affiliates, • a volunteer or a contracted service provider, • intern, trainee or graduate.
MHM environment	MHM environment (institution/premises) means any physical or virtual place made available or allowed by MHM to use or have access by a child or young person during or outside of hours, including; <ul style="list-style-type: none"> • MHM centre location; or • Online education environments (including email, online resource platform and virtual classrooms; or • Other locations provided by the MHM for a children and young people to use, including but not limited to special event locations and excursions. • MHM participating in a third party incursion.
Reckless emotional or psychological harm to a child	MHM staff might not have intended to cause harm but was reckless about the impact their behaviour could have on the child. <i>For example: A carer is aware of a child's trauma history and knowing that, proceeds to verbally abuse the child.</i>
Respect	Respect refers to treating individuals fairly, respectfully, and courteously and ensuring their freedom from harassment and bullying.



Purpose

All Melbourne Holocaust Museum (MHM) staff, contractors, and volunteers hold a responsibility to the safety and wellbeing of children and young people who engage with the organisation. The Code of Conduct outlines the standards for all MHM staff, contractors, and volunteers, in their physical and online interactions with children and young people under age 18-years.

The MHM Child and Young People Safety and Wellbeing Policy comprises several components including the Statement of Commitment, Code of Conduct, and Complaints Handling. The Code of Conduct outlines appropriate standards of behaviour towards, and in the company of, children and young people, and aims to protect children and young people by reducing the risk of child abuse.

The responsibility for the safety and wellbeing of children and young people, overarchingly remains that of the responsible person, with whom they attend (e.g., teacher with school students, parent/guardian with children under age 14-years), however the MHM is committed to supporting those responsible and takes the safety of children and young people seriously.

This policy provides guidance on how to best support children and young people and how to avoid or better manage difficult situations.

Statement of Commitment to Child & Young People Safety & Wellbeing

Our Commitment

The Melbourne Holocaust Museum is committed to the safety and wellbeing of all children and young people. The Melbourne Holocaust Museum has zero tolerance for child abuse.

The Melbourne Holocaust Museum provides in-person and online education programs to students from primary, secondary and tertiary institutions and to mature aged participants. Children and young people may also form part of our general visitors. The Melbourne Holocaust Museum operates on the principle of 'safely in, safely out and safely throughout' for all whom interact with our institution, in person or online.

We are committed to providing a child safe environment wherein children and young people are safe and feel safe. We are committed to the safety, participation and empowerment of all children and young people. We support and respect all children and young people, as we do all people.

Our commitment and practices are inspired by Holocaust victim Henryk Goldszmit. In 1928, under the pen-name *Janusz Korczak* he published the 'Declaration of Children's Rights', which was drawn upon by the United Nations when the Convention on the Rights of the Child was adopted in 1989.

In line with the MHM zero tolerance of child abuse, any and all allegations, safety and/or wellbeing concerns are taken seriously and treated consistently with the:

- a. Commission for Children and Young People's guidelines,
- b. the MHM policies and procedures, and
- c. relevant legislation.



Our children and young people safety and wellbeing policies, procedures and practices holistically factor the needs of all children and young people, including (but not limited to) children and young people who identify as:

- a. Aboriginal and Torres Strait Islander, and/or
- b. LGBTQIA+, and/or
- c. A person from culturally and linguistically diverse backgrounds, and/or
- d. A person with disabilities, and/or
- e. One who is vulnerable.

MHM's People & Culture policies, procedures, and practices, extend to all staff, contractors, and volunteers of the organisation. Included in which are risk minimisation measures to prevent child abuse. These policies are implemented organisation-wide and are reviewed and reinforced regularly.

Every person involved in the Melbourne Holocaust Museum has a responsibility to understand the important and specific role they play individually and collectively, ensuring the wellbeing and safety of all children and young people is at the forefront of all they do and every decision they make.

MHM commits to all eleven Child Safety Standards (as at July 1st 2022) and has implemented measures to address and enforce each of these standards. In addition to meeting these standards, MHM is a committed Child Safe organisation, ensuring that a culture of child safety is embedded into our practices and processes.

Victorian Child Safety Standards

The Child Safety Standards provide a framework for organisations to develop policies, procedures and strategies that embed a culture of child safety into everyday thinking and practice, and to reduce the risk of child abuse being perpetrated by staff, volunteers, and/or contractors. They are flexible, allowing organisations to develop an approach to compliance that is relevant and sustainable. The Commission is able to monitor and enforce compliance with the standards.

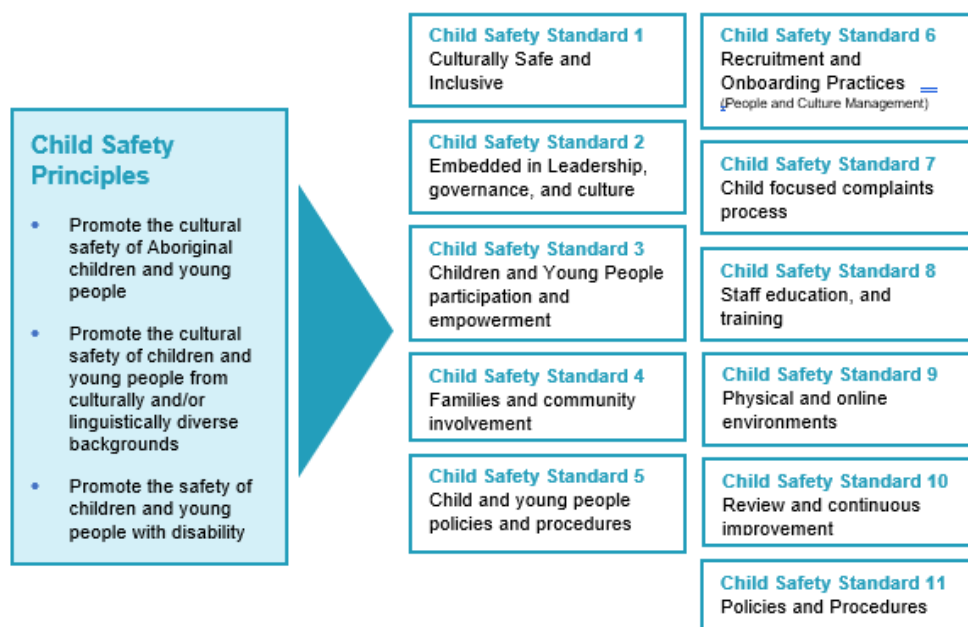
There are eleven standards and three principles that organisations must consider, the standards are:

1. Organisations establish a culturally safe environment in which the diverse and unique identities and experiences of Aboriginal children and young people are respected and valued
2. Child safety and wellbeing is embedded in organisational leadership, governance and culture
3. Children and young people are empowered about their rights, participate in decisions affecting them and are taken seriously
4. Families and communities are informed, and involved in promoting child safety and wellbeing
5. Equity is upheld and diverse needs respected in policy and practice
6. People working with children and young people are suitable and supported to reflect child safety and wellbeing values in practice
7. Processes for complaints and concerns are child focused
8. Staff and volunteers are equipped with the knowledge, skills and awareness to keep children and young people safe through ongoing education and training

9. Physical and online environments promote safety and wellbeing while minimising the opportunity for children and young people to be harmed
10. Implementation of the Child Safe Standards is regularly reviewed and improved
11. Policies and procedures document how the organisation is safe for children and young people

The principles are:

1. Promote the cultural safety of Aboriginal children and young people
2. Promote the cultural safety of children and young people from culturally and/or linguistically diverse backgrounds
3. Promote the safety of children and young people with disability



Supporting Information

https://content.legislation.vic.gov.au/sites/default/files/1b73d8f5-2952-3e1a-8311-0ee664931d01_17-004aa%20authorised.pdf



MHM Child and Young People Code of Conduct

If you believe a child or young person is in immediate danger/risk of abuse phone 000.

I will:

1. Act in accordance with the '*MHM Children and Young People Safety and Wellbeing Policy*'.
2. Treat everyone with respect, courteously and ethically, including children and young people, their families, the community and MHM staff
3. Listen and respond to the views and concerns of children and young people, particularly if they communicate (verbally or non-verbally) that they do not feel safe or well
4. Commit to promoting cultural safety for Aboriginal and Torres Strait Islander children, cultural safety for children from culturally and/or linguistically diverse backgrounds, and to providing a safe environment for children with a disability
5. Work with children in an open and transparent way, in accordance with MHM protocols on communicating with children and young people
6. Demonstrate appropriate personal and professional boundaries
7. Create an environment that promotes and enables children's participation and is welcoming, culturally safe and inclusive for all children and their families
8. Respond to any concerns or complaints of child harm or abuse promptly and in line with MHM policy and procedure for receiving and responding to complaints
9. Reporting any allegations of child abuse in accordance with the MHM children and young people policies and procedures and the
10. Report all suspected or disclosed child harm or abuse as required by Children and Young People Commission and relevant legislation and by MHM policy and procedure on internal and external reporting.
11. Involve children and young people in contributing, where appropriate, to feedback, review and development of MHM programs and other offerings wherever possible.
12. Contribute, where appropriate, to MHM policies, discussions, learning and reviews about child safety and wellbeing
13. Identify and mitigate risks to children and young people safety and wellbeing as required by MHM risk assessment and management policy or process wellbeing policies and procedures at all times. Taking all reasonable steps to protect children and young people from abuse.
14. Comply with relevant legislation and MHM policies and procedures on record keeping and information sharing.

I will not:

1. Engage in any unlawful activity with or in relation to a child or young person.
2. Engage in any activity that is likely to harm a child or young person physically, sexually, or emotionally.
3. Unlawfully discriminate against any child or young person or their family members.
4. Be alone with a child or young person unnecessarily.
5. Arrange personal contact, including online contact, with children and young people I am working with for a purpose unrelated to MHM activities.



6. Disclose personal or sensitive information about a child and young person, including images of a child or young person, unless the child, young person and their parent or legal guardian consent or unless I am required to do so by MHM policy and procedure and legislation on reporting.
7. Use inappropriate language in the presence of children and young people, community and MHM staff, or show or provide children and young people with access to inappropriate images or material.
8. Work with children, young people, community members or MHM staff while under the influence of alcohol or prohibited drugs.
9. Ignore or disregard any concerns, suspected or disclosed child and young person harm or abuse.
10. Demonstrate prejudice or express personal views on cultures, race or sexuality in the presence of children and young people or MHM staff.
11. Prohibits unauthorised photography and recording.

Reporting Breaches of this Policy

Should a breach of Child and Young People Safety and Wellbeing Code of Conduct, be witnessed or believably suspected, by a member of MHM staff, a volunteer and/or a contractor to the MHM, they are individually responsible to:

1. Act to prioritise the best interests of the child(ren), and
2. Take actions promptly to ensure the child(ren) are safe, and
3. As immediately as possible, report any concerns to the available MHM delegate being:
 - a. MHM Child Safety Officer, or
 - b. Chief Executive Officer, or
 - c. Chief Operations Officer, or
 - d. another Senior Leadership team member of the MHM, or
 - e. call 000 or the Commission for Children and Young People on 1300 782 978.



Complaints Handling

Upon being notified of a breach, and/or suspected breach, of this policy, the MHM delegate who received said notification/report must follow the process for handling all complaints and concerns as detailed below:

Notifications of suspected policy breach(es) are delivered directly to the senior leadership of the MHM. Leadership may delegate, where appropriate, to another representative of the MHM to conduct complaints investigations in line with all relevant legislation and statutory guidelines, and in accordance with the MHM policies and procedures outlined herein.

The MHM will engage with the Commission for Children and Young People as the subject matter experts to meet (or exceed) all requirements and recommendations.

Process for complaints handling.

MHM is committed to assisting education institutions as part of institution's reportable conduct scheme requirements. The following outlines the MHM process for complaints handling:

1. An allegation, concern or notification of incident is raised with an MHM delegate,
2. This information is documented by the receiving MHM delegate (using the prescribed MHM reporting/complaints template) and submitted to the CEO & COO.
3. An appropriately skilled person in the organisation will then be appointed to act as their responsible representative and determine whether the allegation fall under reporting the suspected breach to the appropriate authority, in Victoria this is the Commission for Children and Young People and the Police.
4. The responsible representative will receive instruction from the statutory authority/ Commission for Children and Young People and will proceed in line with those instructions, this may include referring the matter to an internal investigation, where directed by the relevant authority. For allegations of a criminal nature, no internal investigation should be commenced without the express authority of the police and Commission for Children and Young People.
5. Please note that where the allegation is NOT of a criminal nature, MHM will likely launch an internal investigation directed by the CEO and/or COO. Any staff member subject to investigation will be dealt with in line with all MHM policies and procedures, including but not limited to misconduct.
6. The responsible representative will ensure that this process is being followed and will provide regular updates to the CEO & COO.
7. Governance and Reporting - the CEO and/or COO will provide a report to the Board on number and nature of complaints raised on a monthly basis or at a minimum quarterly in arrears, ensuring compliance with privacy and other relevant legislation.



Commitment to assist external organisation complaints processes

MHM is committed to child and young people safety. MHM has zero tolerance for child abuse. All visitors, be they individuals or part of an organisation/institution must comply with these standards.

Education institutions engage MHM's education program to act as a third-party facilitator for student groups. The education institution itself is responsible for the safety and wellbeing of their student groups, including the transportation, supervision and safety at all times for the physical learning or online learning program. MHM requires all education institutions to follow student to teacher ratio in line with Department of Education guidelines, and furthermore that teachers/supervisors always remain with students, during their time with the MHM, be they engaging in person and/or virtually.

MHM commits to assist education institutions in meeting reportable conduct scheme requirements wherever possible.

MHM has a complaint handling process and clear guidelines for a child and young person to follow, when making a complaint to MHM.

Make a Complaint

If there is anything that makes you feel unsafe, unhappy, or worried, you can tell us! We will listen and try to help.

It may be about:

- an education program, or
- how you've been treated by someone (e.g., MHM team member), or
- a difference or change that has made you feel unhappy or unsafe, or
- something within the MHM environment (e.g., inside the museum, in a learning space), or
- if you are unhappy with the outcome of a complaint (e.g., you told us something and are not happy with what we did to try to fix it).

It's okay to make a complaint in the way you feel most comfortable. This could be:

- speaking to any person from MHM that makes you feel comfortable, or
- asking someone you trust to help you make a complaint, or
- feeling reassured that you are safe and will not get in trouble for making a complaint.

Your Right to Privacy

We will keep information about you private. Private means we will keep your details safe.

Sometimes we may need to share certain information with the complaint's safety officer you're your education institution or with an appropriate representative from another organisation, such as the police.

We will only ever share your information in a safe and lawful way, to protect you and to protect other children and young people.



Embedding CSS into our Recruitment & Selection

MHM staff and volunteers are part of a team who are guided by shared values and goals, dedicated to Holocaust education, research and remembrance. The purpose of our work is to strive to combat antisemitism, racism and prejudice.

MHM is committed to the safety and protection of children and young people, with a zero tolerance for child abuse.

As part of MHM's commitment to children and young people safety and wellbeing, child safety standards have been embedded into the recruitment and selection process, emphasising that each individual has a shared commitment to child safety and this is a core requirement for working and volunteering at the MHM.

Our commitment to CSS is documented in each of the following:

- position vacant advertisement, and
- position description, and
- recruitment templates for phone screening, interviews, and reference checking, and
- letter of offer of employment contingent on a current working with children check and national police check, and
- throughout the rigorous onboarding process, and
- ongoing training and development throughout their employment/volunteering lifecycle,

Governance

A key principle of Child Safety Standards is the governance of those standards throughout the MHM. MHM's governance are the processes and systems in place to control and operate the organisation and the mechanisms which hold all MHM representatives. It is this accountability that defines the governance within the overarching policy of Child and Young People Safety and Wellbeing Policy to meet the MHM legislation obligations.

Governance protocols ensure the Child and Young People Safety and Wellbeing Policy is reviewed bi-annually by the MHM. The Child Safety Standards requires specific commitments to these standards, as well as the complaints process, to be available to the public in a language that is easily understood by impacted stakeholders.

From time to time third parties may request additional information from the MHM to meet their own Child Safety Policy and wherever possible the MHM is committed to ensuring transparency reflective of our intent to meet (or exceed) these standards, which is to keep children safe and reduce the risk of child abuse.

Governance and risk management are an important element of the Child Safety Standards, outlined in 'CSS – 2 embedded leadership, governance and culture'. MHM is committed to embedding commitments, policies, and processes to meet these standards throughout the institution to support our commitment to child/ren and young people's safety and wellbeing, together with MHM's zero tolerance of child abuse.

Governance and risk management will be monitored and reported to leadership on a (minimum) quarterly basis. MHM CSS related risk assessment and management will be assessed on a quarterly basis to ensure that the programs and activities details are up-to-date and accurate. If as part of this assessment changes are identified, that require new risk assessment to be completed to ensure effective prevention measures are in place at MHM.

The risk assessment templates are provided by the *Commission of Children and Young People*. These risk assessments are used to identify, analysis and plan to control risks, regular review and monitor the identified risks. These risk assessments remain confidential to be in line with the overall risk management of the MHM and as such will not be made available to the public.

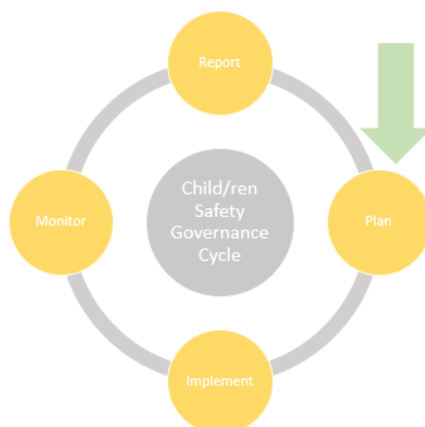


Figure 1 Melbourne Holocaust Museum Child/ren and Young People Governance Cycle



Statement of Commitment to Aboriginal and Torres Strait Islander Peoples

The MHM acknowledges Aboriginal people as the First Peoples and Traditional Owners and Custodians of the land and water on which we rely.

We acknowledge and respect that Aboriginal communities are steeped in traditions and customs built on a disciplined social and cultural order that has sustained 60,000 years of existence.

The MHM acknowledges the traditional owners and custodians of country throughout Australia and acknowledges their continuing connection to land, waters and community. We further acknowledge the Boon Wurrung people of the Kulin Nation as Traditional Owners and Custodians of the land upon which our museum resides. We pay our respects to the people, culture and to elders past, present and emerging.

We honour Indigenous Elders, as we honour our own elders, who are the Holocaust Survivors connected to the MHM, who share their important stories and artifacts with the wider community

MHM acknowledges Aboriginal political activist William Cooper, who in 1938 arranged and led a protest to the German Embassy in Melbourne, for the mistreatment of the Jewish people. Our museum showcases artefacts and stories within our building and our exhibit.



Statement of Commitment to Diversity Inclusive and Cultural Safe

The MHM was created by Melbourne Holocaust survivors as a memorial to the 6 million Jews who were murdered in WWII. It opened in 1984 with a mission to educate the public 'to combat antisemitism, racism and prejudice in the community'

MHM is committed to promoting the right to diversity, equality, respect and inclusion in our museum and the community.

The Holocaust is an example of atrocity that occurs when these diversities are not respected and valued.

The MHM supports its employees by building an inclusive, culturally capable and diverse workforce that reflects our community and values, allowing us to welcome a visitors of diversity into an inclusive and culturally safe environment.

This is supported by the MHM's commitment to creating an inclusive culture that promotes the performance and wellbeing of our employees, volunteers, museum visitors, program and event attendees, donors and all other stakeholders, irrespective of family responsibilities, marital status, age, disability, race, religion, political beliefs, gender identity or sexuality.

We are committed to eliminating unlawful discrimination, workplace bullying, sexual harassment and victimisation through modelling inclusive leadership, and promoting an inclusive and respectful workplace and museum culture.

We strive to build and maintain an organisation where commitment to these values is meaningful and tangible. We encourage inclusive workplace, museum and learning environments, where sharing of 'lived' experiences are welcomed and valued.

We acknowledge the diversity within diversity, and the multiple layers which make up each person's unique identity. MHM values consultation and diverse voices which inform, influence and enhance the MHM. We value our skilled and increasingly diverse workforce who understand unique needs. We have a shared commitment to social responsibility.

The MHM invites, welcomes, embraces and values all people, irrespective of their diversity and diverse characteristics. We are committed to providing equity and opportunities and not permitting discrimination or intolerance.

We pride ourselves on providing a safe and welcoming place for all.



Document Governance

Version	Published
Approved	1 st July 2022 by Chief Operating Officer
Revision	Minimum Annually Next revision date 1 st July 2023
Responsible Department	Organisational Support
Change History	<ul style="list-style-type: none">• 1.0 Draft May 2022 by People & Culture Specialist• 1.1 Revision in May and June 2022 by Chief Operating Officer and People & Culture Specialist• 2.0 Final Version Approved 30th June 2022 by Chief Operating Officer• 2.0 PUBLISHED 1st July 2022 by Chief Operating Officer