CHILD SAFETY GUIDELINE – Keeping children safe onsite

Name of Guideline	Keeping children safe onsite
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Element	Description
Purpose	This guideline exists to guide Gallery Officials in their onsite (in person) interactions with children, to be in accordance with the principles and practices outlined in the National Gallery of Australia Child Safety Policy.
Scope	This guideline applies to the following people, referred throughout as **Officials**: staff, volunteers, contractors, onsite service providers, students on placement, artists in residence, Council and Foundation Board members. **Please note:** This guideline makes a distinction between internal Gallery staff and other officials as there are some situations that require staff supervision, e.g. if a guest artist is delivering a program, they are an official under the policy, but they cannot have sole supervisory responsibility of a group.
Framework and Policy foundation	This guideline exists under the following National Gallery policies and guidelines: - *Child Safety Policy* - *Child Safety Framework* - *Privacy Policy* - *Code of Conduct* - *Conditions of Entry* - *Standard Work Procedure (SWP) – Managing Visitor Feedback* - *SWP– Managing Non-compliance with T&C of entry* and is in accordance with the *Commonwealth Child Safe Framework*
Guidelines	In compliance with the Gallery's policies and procedures, and relevant legislation that relates to the safety and wellbeing of children, Gallery Officials must engage with children in a manner that upholds the Gallery's commitment to child safety. In accordance with the Gallery's Child Safety policy, Officials will treat all children with respect and prioritise the safety and inclusion of children.

	Gallery officials will engage with children in a transparent manner that protects the safety of children, maintains clear and appropriate boundaries, and is in compliance with privacy and confidentiality processes. In accordance with the Gallery's Child Safety policy, Officials will not engage in any prohibited behaviour including inappropriate 1:1 contact with children, or bullying, discrimination, harassment, victimisation or vilification of a child.
	Children may engage with the National Gallery in the following ways: • Self-guided visitors to the Gallery with families, schools or other youth organisations. • Independent visitors, unaccompanied by an adult from the age of 12. • Accompanied participants in National Gallery facilitated programs, onsite, online and offsite. • Unaccompanied participants in National Gallery facilitated programs, onsite, online and offsite. • Participants in drop-in programs, supervised by family members or unaccompanied, onsite. • Users of online resources.
Duty of care	Officials contribute to and promote the safety, welfare and wellbeing of children by adopting work practices which respect the rights of children in relation to safety, protection and personal space, and which demonstrate responsible and respectful behaviour. Conditions within programs encourage children to speak up if they feel unsafe and empower participants to take part in discussions about their safety. Programs and experiences work to uphold equitable access and consider the diverse needs of participants to ensure that participants are provided with opportunities to reach their full potential. Officials will actively anticipate children's diverse circumstances and respond effectively.

Cultural safety

Cultural safety is prioritised in the planning and delivery of all onsite experiences for children at the National Gallery. All staff and volunteers delivering programs for children will participate in regular cultural safety and awareness training.

A commonly used definition of 'cultural safety', by Australian academic Robyn Williams, reads: "An environment that is spiritually, socially and emotionally safe, as well as physically safe for people; where there is no assault challenge or denial of their identity, of who they are and what they need. It is about shared respect, shared meaning, shared knowledge and experience of learning together."

Source: Robyn Williams (1999), 'Cultural safety – what does it mean for our work practice?' *Australian and New Zealand Journal of Public Health*, 23(2), pp 213–214.

Steps that can be taken by officials to promote cultural safety may include:

- Create a space for participants to reflect and share their own culture, attitudes and beliefs, if they wish to do so.
- Demonstrate clear and open communication that is respectful and value-free.
- Recognise and avoid stereotypical barriers.
- Set the terms of engagement, boundaries and expectations.
- Allow the participant group to mediate the space as well.
- Ensure that each participant is invited to respond to works of art through the lens of their own knowledge and experience.
- If you don't know the answer to a question, say you don't know. Demonstrate to your students that it's okay not to know. Accepting this ensures that broad generalisations are not made.
- Recognise that your understanding of cultural safety is not the same as others. Although offence may not be intended, it doesn't diminish the experience of others.
- Ask children how they would like to be addressed.
- Programs are informed by the National Gallery's Art Through Culture First Nations Learning principles.
- Programs focusing on First Nations content are developed by or in consultation with First Nations staff.

Physical interaction	• **Avoid physical contact with children** unless there is a legitimate reason for their own safety (for example, administering first aid, removing a child from impending danger, holding the hand of a lost toddler, supporting the arm of a child with access needs so they can touch a tactile resource, redirecting a child by the arm from running into an artwork or display). Please note: a wheelchair is considered part of the body. Physical contact should only be made to the extent required for the child's safety and welfare. • **Some non-invasive physical greetings are okay, only if initiated by the child**, such as shaking hands or a high-five with hands. Sometimes children may try to initiate more intimate greetings, such as hugging. In this case, officials should sensitively discourage this with comments such as, "We don't know each other very well. How about we shake hands?" • **Avoid being alone with a child in any location that is not in visual contact by another adult**. Officials should not be alone with a participant in a room with the door closed. Officials should not plan to be alone with a participant in a lift, gallery space or any other room unless unavoidable. If this occurs, a supervisor should be informed as soon as possible and incident report completed. • **Never remove an item of clothing from a child's body** unless this is necessary for their immediate safety to prevent serious harm (for example, to administer emergency first aid). The only exception to this is to assist a child in removing/replacing their shoes where they cannot do this independently and this is necessary to engage in an interactive activity.
Communication with participants	In most cases, communication with children will take place through their parent/carer, teacher/group leader. Exceptions include programs where parent/carer permission is provided to allow direct communication between a staff member and participant.

Supervision guidelines	• **Children participating in facilitated programs must be supervised by a staff member who holds a WWVP at all times**. Children in facilitated programs who are unaccompanied by an adult must be briefed about the designated areas for their activity and advised to stay with the group at all times. • **Officials should not escort children to the bathroom or be in a toilet cubicle with children at any time.** Teachers, parents or carers should supervise children's use of bathrooms. If a child under 12 years is unaccompanied by an adult, send them to the bathroom with another child or with a group. Wait for them outside the bathroom door. • **Supervision ratios for programs taking place in spaces outside of the galleries, such as those in the Learning Studio, Gandel Hall or Sculpture Garden Pavilion require at least two staff**, so that a group can always be supervised should one staff member need to leave the room for any reason. • **Programs for unaccompanied children on weekends or afterhours** should have a minimum of 3 staff present. • **Program supervision ratios are outlined in attachment A.**
Behaviour management	• **Expectations for behaviour should be outlined through use of positive language and modelling.** • Where applicable, behaviour management is the responsibility of supervising adults (teachers, parents, guardians). • If you need support to manage a child's behaviour, ask their accompanying adult for assistance or seek immediate support from VEC on Duty. • Officials can choose to discontinue a program if child behaviour compromises the safety of the individual, group, works of art, or other visitors. In this case, Officials will return to Main Entry with their group and contact a supervisor.

Catering	• **Catered programs (booked)**: where possible, written confirmation of dietary requirements should be recorded for any participant in a catered program where the participant is unaccompanied by a supervising adult.
	  ○ Staff supervising programs should be made aware of any allergies/dietary requirements.
	  ○ Catering provisions for children with dietary requirements should be clearly labelled (for example, 'gluten-free', 'nut-free, etc.).
	  ○ Staff must supervise service of catering.
	
	• **Catered drop-in program:** individual supervision is the responsibility of an accompanying adult, however, catering service should be supervised by staff.

Disclosure	**Disclosure by an individual participant:** • If a child discloses information to an official that indicates they are currently at risk of harm or have been the victim of abuse, the official has a responsibility to pass on that information to a nominated parent or guardian, teacher, supervisor or relevant authority. The official must advise the child of this responsibility. The official should then discuss the situation with their supervisor to determine who should communicate with the child's contact person. Incident report completed. • If the child is unknown to the official, and unwilling to identify themselves, the official should still complete an Incident Report and advise their supervisor. **Disclosure by a parent or carer:** • If the parent/carer of a child discloses information that indicates they or the child in their care is at risk, an official must report that information to their supervisor. Incident report completed. **Disclosure within a group context:** • In the event that information is disclosed in a group context, the official should thank the child for sharing, and, when appropriate, check on the wellbeing of that participant and the group. Please see the guide to managing disclosure. The official must also follow the disclosure process as outlined for individual participants above. • The official must report the incident to a supervisor. Incident report completed. Refer to "Guide to managing disclosure" attachment B.
Drop-in programs	Drop-in programs must have signage advising that parent/carer supervision is required for children under 12 years. Promotion for drop-in programs should state that parents/carers are responsible for the supervision of children under 12 years.

Early departures	A child attending a program without an accompanying adult can only leave a program earlier than the advertised finish time with permission from a parent/carer. Supervision in relation to arrival and departure from youth events is outlined in the terms and conditions of the ticket purchase. **Late collection from a booked program – unaccompanied programs:** • Enrolment forms and permission slips must outline a collection arrangement; that is, the parent/carer gives permission for the student to leave independently at the end of the program, or that a student must wait to be collected by an authorised adult. • If a child is not collected on time from an educator-led program, staff must inform a supervisor immediately. • The child must wait in the presence of two staff members (WWVP approved) until they have been collected by an authorised parent/carer/group facilitator. • Emergency contact information must be collected through the enrolment process.
Emergency evacuation	• **Accompanied group programs**: In the event of an emergency evacuation during a facilitated program, officials will escort groups to the mustering location according to evacuation procedures or otherwise, as instructed by the Chief Warden. In the event that participants are unable to use the stairs, a staff member (determined by the Warden) will remain with those participants until they have been safely evacuated by authorities. Officials will continue to provide support to groups as required throughout the evacuation. • **Unaccompanied group programs**: Where participants are not accompanied by a parent/carer/teacher/facilitator, staff must supervise participants throughout the evacuation, and follow emergency evacuation procedures, as instructed by the Chief Warden. Staff must have a digital attendance list with emergency contact information. Attendance is checked on arrival at the mustering point, and on return to the building or dismissal from the program. Children are not able to be dismissed early without parent/carer permission. In the event that participants are unable to use the stairs, a staff member (determined by the Warden) will remain with the participants until they are safely evacuated and able to return to the group. • **After hours youth events**: Emergency evacuation procedures are outlined in the Terms & Conditions of ticket purchase and agreed by the participant with ticket purchase. Officials provide support to participants but are not responsible for supervision once participants have left the building; that is, during evacuation, mustering and return to the building.

External relationships	• Officials should not pursue any relationship (personal or professional) with participants outside of the National Gallery. This includes online relationships (please see Child Safety Guidelines - online). • There may be occasions when participants extend invitations to officials, such as to attend an exhibition or performance. Please discuss any invitation with your supervisor and seek prior approval to attend. • If officials have a pre-existing relationship with a program participant, their supervisor must be notified as soon as possible.
First aid	• First aid can be provided to a child by a designated National Gallery First Aid Officer or Security Officer, or by a First Aid Officer from the participant's school or group. • All National Gallery First Aid Officers and Security Officers have Working With Vulnerable People cards. • First aid should be administered in the presence of another adult (preferably one known to the child), unless it is an emergency and the delay in ensuring another adult is present would jeopardise the child's safety. • Officials should not be alone with a child in a room with the door closed. • In the event that an unaccompanied child requires First Aid, officials should make every effort to contact the child's parent/carer. • Incident report completed
Incident reporting	In the instance of an incident or emergency involving a child/ren onsite at the National Gallery, Gallery Officials must manage and document the incident in accordance with the *Child Safety Incident Reporting Flowchart* (attachment C)*, Standard Work Procedure (SWP) – Managing Non-compliance with Conditions of entry* and the *Standard Work Procedure (SWP) – Managing Visitor Feedback.* WHS incidents involving children shall be reported through the Gallery's incident reporting platform *Donesafe* in accordance with the Gallery's Incident, Hazard and Near Miss Reporting, Recording and Investigation policy. During the reporting process, the incident is reported as a 'confidential' incident and type selected relating to 'Child.' Incidents and emergencies involving children must also be escalated to the Child Safety Working Group Chair by emailing any reports, actions taken, and details of any Gallery Officials involved, to ChildSafeFrameworkWorkingGroup@nga.gov.au. More information available via the child safety incident and complaints managing and reporting guideline

Interference from members of the public	**Within the building:** • Members of the public can sometimes interrupt a program or attempt to join in with a group activity happening in the gallery. If this happens, officials should politely let the person know that this is a program for an organised group and invite them to direct their question to Front of House or join a guided tour. If they continue to interfere, the official should alert Security or a Visitor Experience Host. Authorised Security Officers are empowered to ask persons under force of law to leave the Gallery as required. **Outside the building:** • If a member of the public interrupts a program within the external campus of the National Gallery, the official should politely let the person know that this is a program for an organised group and invite them to seek further information inside the building at Front of House. If the person is deliberately disrupting the group, officials should move the group to the forecourt or inside the building and alert Security or Visitor Experience Host. **Photography**: • In the event that members of the public take photographs of children within the galleries, officials should explain that they are not allowed to take pictures of the group without permission as indicated in the Conditions of Entry. Officials should alert Security or Visitor Experience if the photography continues. This will be managed according to the Safe Work Procedure for breaches of Conditions of Entry. Officials do not have authority to request that images are deleted. Incidents should be reported to a supervisor and an incident report completed.

Lost children	**Child reported lost by parent/carer/supervisor/official** • Officials to contact Visitor Experience Coordinator (VEC) for immediate assistance. VEC can be reached via Visitor Experience Host or Security. • VEC to coordinate response with Security Control. • No public announcements to be made. **Child found, who is separated from parent/carer/supervisor/official** • Officials who are alerted to a found child must remain in a public space with the child, with another official present. Preferably one or both officials have a WWVP. • Officials to contact Visitor Experience Coordinator (VEC) for immediate assistance. VEC can be reached via Visitor Experience Host or Security. • VEC to coordinate response with Security Control. • Child to stay under care of 2 x VE staff with Security support until parent/carers are found. Child to remain in a public space, preferably within visibility of CCTV. • Security Control are responsible for the identification of parents/carers. • Parents/carers should be brought to the child. • Incident report completed.
Materials and equipment	• **Officials should use equipment and materials that are appropriate for the age and needs of participants.** • Hazardous materials and equipment should be stored out of reach of children and used according to safety instructions provided by the manufacturer.
Medication	Medication must never be administered by an official except in an emergency First Aid situation where a participant requires an EpiPen or asthma medication OR with the written permission of a parent/guardian as documented in a Known Medical Condition Form or Emergency Response Plan supplied by a parent/guardian, which will also outline process for storage/supervision of medication. If possible, in emergency First Aid situations where an EpiPen or asthma medication should be administered, assistance from a trained First Aid officer should be sought.

Privacy

Data Collection via Microsoft Forms

- Personal data may be collected via Microsoft Forms for application and enrolment purposes.
- Data must be removed from Forms and translated to a locked file on Teams as soon as practicable.
- Removal of information is verified by a second official, or IT.
- Only relevant staff have access to data received via Microsoft Forms.

Data stored on Teams

- **Confidential information about children (personal details, enrolment forms, details of specific needs, medical information) should be kept in digital form only** and stored in protected files on Teams that are only accessible by approved staff.
- Staff should only access confidential documents via protected folders on Teams. If confidential information needs to be transferred, this should take place digitally via official work email accounts. Information should then be transferred to Teams immediately. Information should not be stored on email or USB. Information should not be transferred via USB or text message.
- If information is printed to ensure that supervisors have access to emergency contact information or medical plans during offsite visits, information is kept in a secure folder and is the responsibility of a designated staff member. The printed information must be destroyed as soon as practicable once no longer required in printed form. Use of secure document satchels is recommended.

Data collected and stored via Tessitura

- Constituents identified as being under the age of 18 are identified on Tessitura through an Under 18 Protection Type.
- Age data is not gathered by default when a constituent record is created.
- Constituents are only identified as being under the age of 18 if they enrol in a specific program for children, or are part of a Family Membership, and the age data (birth date) gathered through that registration process is manually added to their constituent record. Once the age field is completed, they are automatically added to the Under 18 Protection Type.
- All data collected about children for registration purposes will be added to constituent records for the purposes of identifying children and ensuring they are added to the Under 18 Protection Type.This will be the responsibility of the managing team – i.e. Learning team for program enrolments, Memberships for Family Memberships.
- User groups who have access to the Under 18 Protection Type data as of 2/10/24:
    - Back of House Advanced (8 people)
    - Front of House (36 people)
    - Front of House Advanced (2 people)
    - Foundation Team (4 people)
    - Partnerships and Executive (5 people)
    - Learning Advanced (25 people)

    - Membership Advanced (6 people)
    - System Administrator (3 people)
        - Total of 89/136 current users (64%)
- If required, access to data in relation to specific performances and participant lists can be further restricted to specific user groups, noting that this restricts the ability of other teams to provide assistance in relation to these performances on Tessitura.
- A range of constituent data is held in Tessitura based on operational need, potentially including home address, phone number, email address, age or D.O.B., relationship to others (e.g. family members), visitation/transaction history, interests, etc. A billing address is required for any online transaction.
- The Tessitura induction process covers issues of privacy and child safety.
- Constituents under the age of 18 may receive communication about events that they are booked into. They will not receive marketing information through Prospect2.

Schools booking data

- **Schools booking data is managed through BCE (Book Canberra Excursions).** BCE is a booking system which is part of NCETP - National Capital Educational Tourism Project. The National Gallery of Australia is a partner institution of NCETP.
- All school information including contact details for schools is stored in BCE. Only NCETP partners can access this information.
- A Daily Activities Spreadsheet is created from BCE, outlining dates and times of school visits, for rostering purposes. No other information relating to school identification is kept within the spreadsheet.
- The Spreadsheet is saved in the Learning Teams Site within the National Gallery SharePoint data storage, accessible by the Learning Team and National Gallery Educators.
- The Spreadsheet is printed out and placed on a whiteboard within a restricted staff area for the period of the relevant week. Once the week is over the Spreadsheet is placed in a locked ‘SHRED-IT’ bin for high security disposal. At the end of the month, the digital spreadsheet is archived and moved to a locked managers folder in the Learning Teams Site for evidence of staff who have worked with children.
- The data should not be downloaded, printed and left in any public areas of the Gallery.

Photography and publication of images of children

Filming or photography:

- Photography or filming of children participating in National Gallery programs can only be taken with written permission from parents, carers, teachers or supervisors. Exceptions include drop-in programs, where notice of photography is provided at sign-in and an opt out procedure outlined.
- Permission for youth event photography is outlined within the terms and conditions of ticket purchase.
- Officials should not take photographs of children or their artwork on personal phones or devices. Only National Gallery iPads and cameras should be used, and Code of Conduct procedures followed in relation to use of technology.
- Photography and video footage can only be taken by staff or authorised photographers/videographers; guest artists and other officials should not take photographs.

Permissions:

- Written permission is required before images or footage are published in any form, outlining:
    - the agreed contexts in which the images or footage may be published (such as promotion of a specific program, conference presentations, professional development courses, provision to third parties such as guest artists or program partners etc.).
    - where the image or footage may be published (print, website, social media channels, etc.).
- Written permission is not required for the use of photography or footage taken at drop-in programs as outlined above.
- Proof of permission from the participant or their representative should be stored alongside images on the National Gallery's Digital Asset Management System.
- Images of participants' work may be published without permission, as long as identifying information is not included. Reasonable attempts to obtain permission should be made out of courtesy to participants.
- Where possible, copies of images or footage taken should be provided to participants via their school or organisation for their reference.

Upload and storage of images in DAMs:

- Images of children must only be stored in the National Gallery's Digital Asset Management System.
- Any images downloaded to Teams, or the network must be deleted as soon as practical.
- Any images of children sent via email must be deleted as soon as practical.
- Images of children taken on National Gallery devices must be downloaded to the Digital Asset Management System and deleted from the device as soon as practical.
- Images of children will not be sent or stored via online file sharing platforms such as Drop Box.

	• All permission documents are uploaded to the Digital Asset Management System with the image files. • Only images with permissions to publish should be ingested into the Digital Asset Management System. • Naming conventions for images of children in the Digital Asset Management System are: YearMoDa_event name_shot number_PPP • International Press Telecommunications Council metadata to contain all relevant model formation. • Terms and conditions of the NGA Digital Usage Policy outlining child safety responsibilities – users agree to abide by terms and conditions upon downloading assets. **Upload and storage of images in Wagtail:** • There is no ability to restrict access to images in Wagtail. • Once uploaded, images remain in Wagtail image library. • Naming conventions for images of children will be the same as the Digital Asset Management System naming conventions, allowing users to locate image metadata in DAMS - YearMoDa_event name_shot number_PPP. **Publication and use of images or footage:** • Images or footage of children may only be published in accordance with the written permission given. If additional use is required, further permission must be sought and granted. • Name tags or other identifying information should be removed from the image prior to publication. **Third parties:** • Images of participants can only be shared with third parties with written permission from parents/carers, teachers or group supervisors.
Programs led by guest artists and facilitators	• Contractors and guest artists must be given a copy of the Child-safety Policy and Guidelines and the Contractor Handbook. • Contractor/guest artist agreements include a child safety clause. By signing the agreement, contractors/guest artists agree that they have read and will abide by the Child-Safety Policy and Guidelines. • Programs must be supervised by a staff member at all times – children must not be left in the care of a contractor or guest artist.
Risk assessments	Risk Assessments are completed for all programs and submitted to Governance and the Child Safety Working Group within two weeks of the program date. Recurring programs – risk assessments reviewed and submitted annually. Risk assessments are provided to managers and all officials working on the program.

Sensitive content/viewer advice	• Sensitive content warnings or viewer advice should be included in all school/group booking confirmation forms and program promotion/communication as required. • Officials should be advised of sensitive content/viewer advice prior to program delivery. • Officials should advise teachers/facilitators of sensitive content/viewer advice on arrival. • Content warnings are provided in public programs for general audiences as required. • Audience questions and comments are moderated by officials during public programs for general audiences. Terms and Conditions encourage respectful participation in Q&A opportunities. Protocols announced at introduction to Q&A. More information is available via the Child safe classification of Works of Art (WoA) and exhibitions guideline.
Use of technology	• **When using technology in programs to capture images or footage of participants, officials should communicate to participants the purpose of taking the images and how they will be used within the scope of the program**. For example, an official may use an iPad to record video footage of fellow participants performing a movement sequence before manipulating this footage through use of green screen. Officials should brief participants on why the footage is being taken as part of their learning program and explain how the footage is intended to be used, and where it will be saved or not saved. For example, the final video sequence created in the activity outlined above may be emailed to their teacher for use back at school. • **All images and video footage of participants must be deleted at the conclusion of each program** to prevent subsequent users having access to images. Where possible, children should delete images from their own devices as part of pack-up. Devices are checked by staff at the conclusion of each program. • Devices do not automatically sync to cloud storage. • NGA have utilised Tier one vendors across their security and network topology. NGA firewalls are a security system that monitors and controls network traffic based on a set of security rules. The rules in place are there to stop and capture traffic to protect its staff and visitors. This does include rules for child safety and protection. • In National Gallery programs, only managed devices are used, that will not allow users to download and install any applications. Only pre-approved software will run on them. Thes devices are wiped at the end of each use • Free apps/software that include ads must not be downloaded to National Gallery devices.
Weekend and afterhours programs	• Supervision ratios outline minimum of 2 x staff for accompanied programs, and 3 x staff for unaccompanied programs. • On-call supervisor roster outlines senior staff who are on call to respond in the case of emergencies.

Roles and Responsibilities	All Gallery Officials are responsible for ensuring their own conduct is in accordance with Gallery policies and procedures and reporting inappropriate conduct to relevant Officials. Managers are responsible for ensuring their teams' conduct and any public facing programs they manage are in accordance with these guidelines and the Child Safety Policy. The Head of Visitor Experience (VE) and The Head of National Learning are responsible for ensuring child safety feedback/complaints and incidents from their areas (non-WHS related) are managed appropriately and reported to relevant Officials within the Gallery and external bodies where necessary. The Security Manager is responsible for ensuring all serious incidents are managed appropriately and reported to relevant Officials within the Gallery and external bodies where necessary.
	The Program Managers are responsible for ensuring programs are managed in accordance with these guidelines, including ticketing and data management, staffing arrangements, supervision of contractors, management of medical conditions, risk assessment processes and incident reporting procedures.
	VE Coordinators, Security Officers and Learning and Public Program facilitators are responsible for managing child safety incidents in accordance with Standard Work Procedure – *Managing Non-compliance with T&C of entry* and escalating matters to relevant Officials where necessary.
	The Child Safety Chair is responsible for monitoring child safety incidents and complaints to identify any recurring matters as per the Child safety incident and complaints managing and reporting procedure.
	Contract managers are responsible for ensuring all external service providers and contractors provided with the National Gallery's Child Safety Policy, Code of Conduct and where relevant child safety guidelines and training materials. Contract managers are responsible for ensuring all contractors, guest artist and external service provider agreements include relevant child safety clauses.
	The WHS Advisor (HR) is responsible for ensuring the WHS related child safety incidents are managed in accordance with the Incident, Hazard and Near Miss Reporting, Recording and Investigation policy.

Attachments:

A. Supervision ratios:

Program area	Program	Minimum Supervision Ratio Onsite	Notes
Kids & Families	Art Steps	2:30	Accompanied, ratio inclusive of parents/carers
	Art Together	2:30	+ guest artist, accompanied, ratio inclusive of parents/carers
	Curious Corner – 0-5s	2:25	Accompanied, studio, ratio inclusive of parents/carers
	Curious Corner – Families	2:25	Accompanied, studio, ratio inclusive of parents/carers
	Curious Corner – Babes in arms	2:30	Gallery program Accompanied, ratio inclusive of parents/carers
Young People	Art Lab	3:20	Unaccompanied, weekend, +guest artist
	National Summer Art Scholarship	2:16 Weekdays 3:16 After hours activities 2:16 Overnight	Unaccompanied
	Art Live	1:25 8:200	After hours, unaccompanied
Education	Gallery experience	1:15 above 6 years	Accompanied

		1:8 4-6 years	
	Studio experience - weekday	1:15	Accompanied
	Studio experience – weekend	2:15	Accompanied
Access	Sensory Sunday	3:30	Accompanied
General	Drop-in, facilitated – weekday	3:40	Accompanied under 12 years
	Drop-in, facilitated – after hours	4:40	Accompanied under 12 years

B. Guide for Managing Disclosure

A guide for managing participant disclosure of sensitive information.

This guide has been developed to help officials respond appropriately and care for a child or young person in the event that they disclose sensitive information during a program, either directly in a private conversation or within the context of a group discussion.

Key points in your response should be acknowledgement, honesty, empathy and responsibility.

It is important to remember that your role is to listen, provide acknowledgement and support, and to take steps to care for the participant's safety in that moment. We are not trained to take on a counselling role, so we need to ensure that we manage the situation carefully for the participant and the group. Asking questions or encouraging further discussion may place the participant at further risk.

Disclosure to an individual official.

Allow time for the student to disclose everything they wish to share. The child/young person should lead the conversation.

Thank the participant for sharing this information with you, acknowledge that you are aware that this was something important that they have chosen to share and this may not have been an easy thing for them to do.

Do not ask the participant further questions about what they have shared. Do acknowledge their decision to share this information with you and thank them for this.

Gently let them know that you have a responsibility to notify someone about what they have shared. You will need to let your Manager know. Depending on the nature of the disclosure, your Manager might need to speak with their teacher/parent/carer or other service.

Ask the child if they would like to continue with the program and what support you can provide at this moment.

Disclosure to the whole group/program

Take a moment as a whole group, to acknowledge that something sensitive has been disclosed – acknowledge that this is something important for the child/ young person and those listening.

Avoid asking further questions about the disclosure that may open-up the situation further for the participant or the group. Remember that you cannot step into the role of a counsellor. You can acknowledge their decision to share this information with you and thank them for this.

Ask the child if they would like to continue with the program and what support you can provide at this moment.

Ask the group if they would like to continue with the program and what support you can provide at this moment.

If the group was not accompanied by a supervising adult, at an appropriate time, gently let the child know that you have a responsibility to notify someone about what they have shared. You will need to let your Manager know. Depending on the nature of the disclosure, your Manager might need to speak with their teacher/parent/carer or other service.

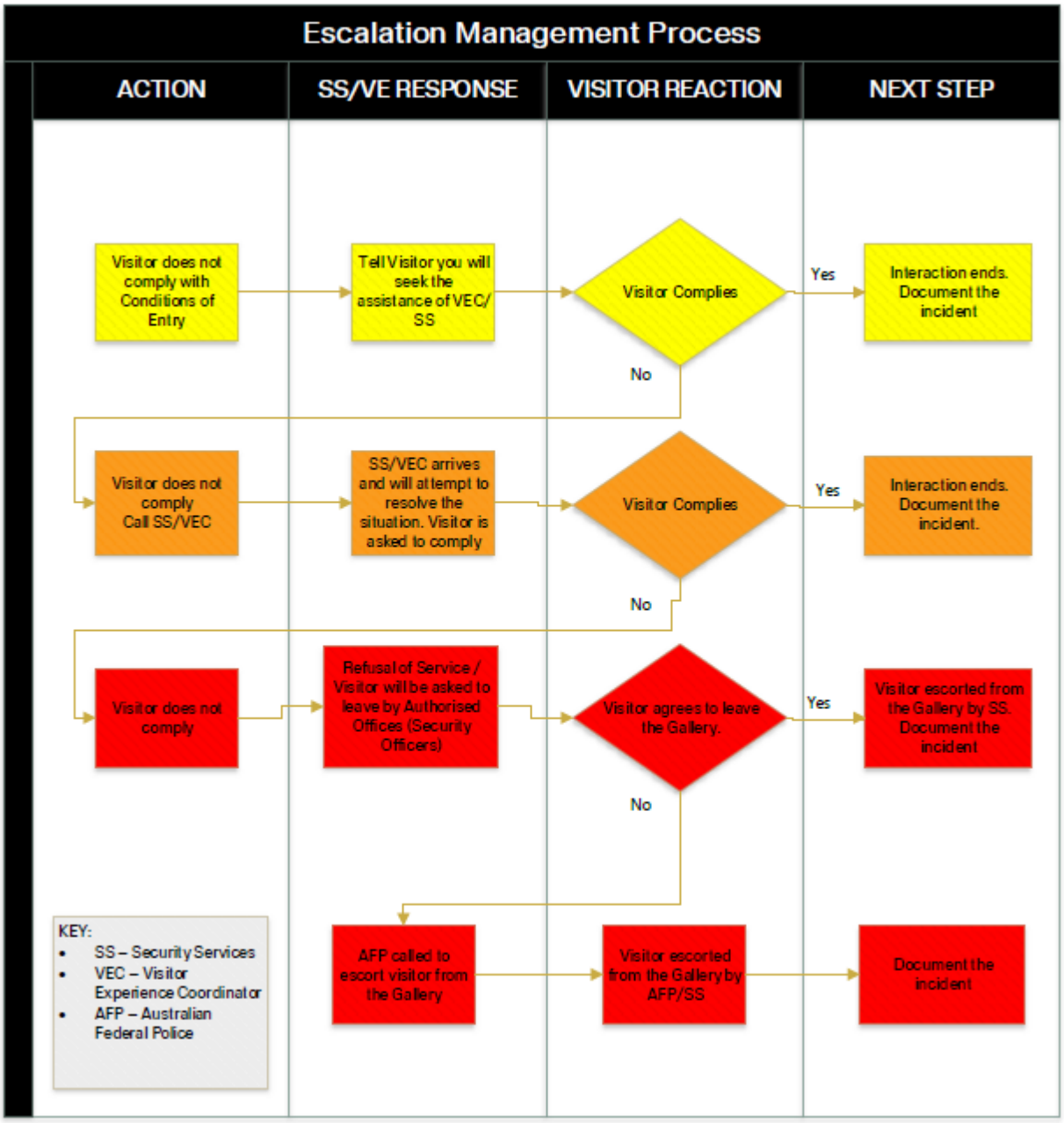
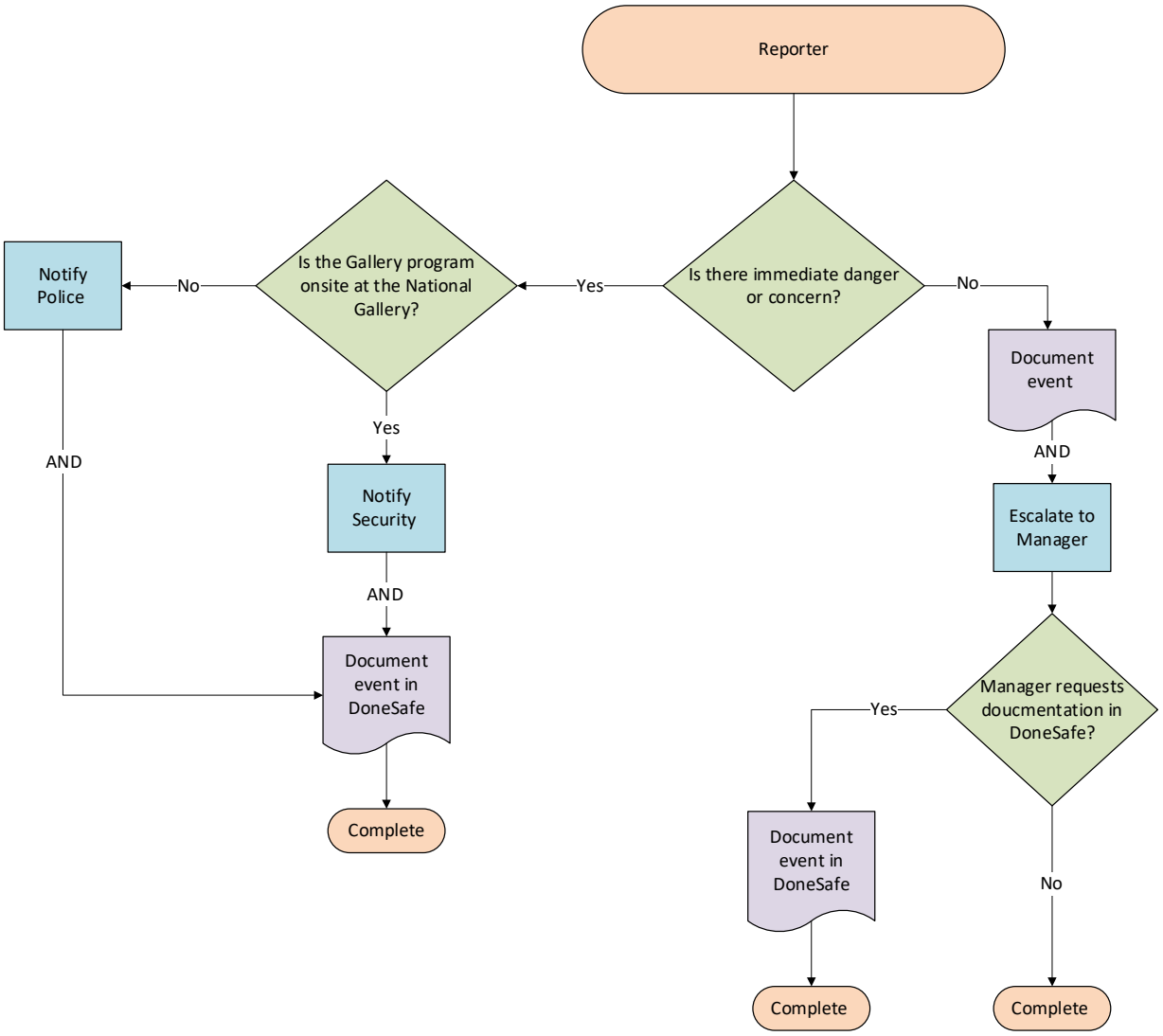
Reporting disclosures

Dependent on the nature of the disclose, this may require reporting through the National Gallery's incident reporting platform. If a disclosure is related to an incident which occurred at the National Galley, at a Gallery facilitated program or event, or involving a Gallery official this must be reported to Donesafe following the procedures outlined in the Child safety incidents and complaints managing and reporting guideline. If a disclosure causes distress to Gallery official, this should be reported through Donesafe.

Disclosures not related to incidents at the National Gallery should be reported to your manager as soon as possible. The disclosure should then be reported to relevant Gallery officials following the Child safety incident reporting process (attachment D). Dependent on the nature of the disclosure external parties may also need to be notified.

Gallery Officials should understand their mandatory reporting requirements under the *Children and Young People Act 2008* (section 356 to 358).

C. Escalation Management process



D. Child Safety Incident Reporting process