

Child Safe Standards Statement of Commitment

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POLICY OWNER	Director Human Resources
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1 PURPOSE

Zoos Victoria is committed to being a child-safe organisation, with zero tolerance of child abuse and all forms of harm to children.

We play an important role in protecting children, especially if we have concerns for a child's safety. We aim to create a culture of child safety that reduces the opportunity for harm and gives staff a clear process to follow when someone raises concerns about child safety or reports abuse.

2 SCOPE

Zoos Victoria's Child Safe Statement of Commitment applies to all employees, volunteers working directly with children.

3 STATEMENT

Zoos Victoria's Statement of Commitment to the Child Safe Standards

Zoos Victoria is committed to the safety and well-being of children and, as such, is committed to creating and maintaining a child safe organisation. Our commitment to the safety of children is based on our duty of care and responsibilities to children and always acting in the best interests of children.

Our commitment will be enacted through the implementation and monitoring of the Child Safe Standards, as specified under the:

[Child Wellbeing and Safety Amendment \(Child Safe Standards\) Act 2015](#).

3.1 Principles

Zoos Victoria's Statement of Commitment to Children

We are committed to ensuring children feel safe, empowered and are taken seriously if they raise concerns in relation to their safety and well-being.

We value and support diversity, inclusion and equality. In acknowledgment of the particular vulnerabilities of these groups of children, and in accordance with the Child Safe Standards, we particularly support:

- the cultural safety of Indigenous Australian children and children from culturally and linguistically diverse backgrounds
- the participation and empowerment of children with a disability, Indigenous Australian children and children from culturally and linguistically diverse backgrounds.

Zoos Victoria's Statement of Commitment to Safe Online Learning

We take all precautions to secure our virtual learning programs. Zoos Victoria ensures:

- All sessions are delivered by trained and qualified professional educators who have a WWCC
- Teachers/parents are required to register their class/children
- A Teacher or parent is required to attend with their class/children and hold the duty of care
- A Zoos Victoria staff member moderates the session
- Sharing privileges of any content is only able to be done by Zoos Victoria
- Children cannot privately message other children
- Children can communicate with Zoo Teachers by typing in the Q & A
- We do not record any sessions due to child privacy laws

3.2 Responsibility

Zoos Victoria's Statement of Commitment to Staff and Volunteers for Child Safety

We are committed to ensuring staff and volunteers understand that child safety is everyone's responsibility.

Staff and volunteers are provided with the necessary support to fulfil their obligations in relation to child safety.

Staff and volunteers are educated in child safety including abuse risks and how to interact and behave with children.

All employees of Zoos Victoria, including volunteers whilst working must abide by our Code of Conduct which specifies the standard of conduct required when working with children.

Zoos Victoria's Statement of Commitment to Ensuring a Child Safe Organisation Recruitment

All Zoos Victoria staff and volunteers who work with children have a current Working with Children check (WWCC).

[Working with Children Check \(WWCC\)](#) assists in protecting children from sexual or physical harm by ensuring that people who work with, or care for, them are subject to a screening process. The Check screens a person's criminal records and any reports about professional conduct. (Department of Justice and Regulation)

All staff employed to deliver education programs are also trained and qualified professional educators. [Meet the team at Zoos Victoria, Melbourne Zoo, Werribee Open Range Zoo and Healesville Sanctuary.](#)

There are appropriate screening process for staff and volunteers that work with children including interview guides and selection criteria, which clearly demonstrate our commitment to child safety.

Training and Supervision

All new and existing employees understand the importance of protecting children from harm. This will be supported through induction, training and professional development.

Staff understand the process for reporting any child safety issues and are supported by Zoo's Victoria Learning Experience Managers and where necessary the property Duty Officer.

3.3 Reporting

Where a child is feeling unsafe, they are encouraged to raise such issues by:

- Notifying their teacher/person who has the duty of care for them, or;
- Notifying one of the Learning Experience or Visitor Experience staff members, or;
- Notifying a Zoos Victoria Staff member

All allegations and concerns in relation to children's safety will be taken seriously and will be investigated fairly and appropriately.

Zoos Victoria supports and encourages our employees to proactively report any behaviour deemed to be endangering the safety of children.

Reportable incidents and complaints are notified to the relevant authority (Department of Health and Human Services or Emergency Services).

Information is shared appropriately and lawfully with other organisations where the safety and wellbeing of children is at risk.

4 OTHER RELATED DOCUMENTS

- [Child Wellbeing and Safety Amendment \(Child Safe Standards\) Act 2015.](#)
- [Working with Children Check \(WWCC\)](#)