



Child Safe Standards Statement of Commitment

APPROVAL DATE: 25 January 2017

APPROVED BY: Senior Executive Team

Commitment

Zoos Victoria is committed to the safety and wellbeing of children and young people who visit our zoos.

Zoos Victoria has zero tolerance for inappropriate behaviour towards anybody on our properties.

Zoos Victoria is committed to providing a child safe environment where children and young people are safe and feel safe. Particular attention will be paid to the cultural safety* of Aboriginal children and children from culturally and/or linguistically diverse backgrounds, as well as the safety of children with a disability.

Every person at Zoos Victoria working directly with children and young people has a responsibility to understand the important and specific role he/she plays to ensure the wellbeing and safety of those children and young people.

To deliver on its commitment to child safety, Zoos Victoria;

- Takes a proactive approach to child safety;
- Fosters a culture of openness that supports all persons to safely disclose risks of harm to children
- Respects diversity in cultures while keeping child safety paramount;
- Provides staff and volunteers who work directly with children and young people with guidance on appropriate conduct and behaviour towards children;
- Engages only the most suitable people to work with children and ensures adequate staff and volunteer supervision and professional development;
- Ensures children know who to talk with if they are feeling unsafe, and that they are comfortable and encouraged to raise such issues;
- Reports suspected abuse, neglect or mistreatment promptly to the appropriate authorities;
- Shares information appropriately and lawfully with other organisations where the safety and wellbeing of children is at risk.

*Refer to the Glossary of terms (pg5) in the [Child Safe Standards document](#)

** For internal reference only



Procedures

Zoos Victoria will ensure children know who to talk with if they are feeling unsafe, and that they are comfortable and encouraged to raise such issues by;

- Including reporting procedures within this document
- Having this document available on the Zoos Victoria Education section of our website
- Providing this document in pre-visit packs to the organising teacher/duty of care person for education groups of children and young people. And/or
- Where there are inductions/briefings to education groups and camps of children and young people, the reporting procedures will be explained.

Reporting Procedures

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

Zoos Victoria Staff and Volunteers Responsibilities

If staff or volunteers notice any symptoms/signs of abuse they will;

- Notify one of the Learning Experience staff members in the first instance.
- If they are not available, then notify the property Duty Officer

*Please refer to the [Child Safe Information Sheet](#)** for more details on the responsibilities and symptoms/signs on child abuse.*

Responsibilities of Learning Experience Staff and Duty Officers

- Advise the duty of care person
- Advise the appropriate authorities if at immediate risk of abuse
- Complete a [Child Safe Incident report form](#)**

Exception

- The Child Safe legislation exempts children over the age of 16 and work experience students from this policy and procedures. Refer to the [department of education](#).

Further information on the Standards can be found on the Victorian Department of Human Services website; www.dhs.vic.gov.au/about-the-department/documents-and-resources/policies,-guidelines-and-legislation/child-safe-standards

If you believe a child or young person is at immediate risk of abuse phone 000

*Refer to the Glossary of terms (pg5) in the [Child Safe Standards document](#)

** For internal reference only