

South Australian Museum

Child Safe Environments Policy, Child Safe Procedure, and Code of Conduct

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Child Safe Environments Policy

1. Context

The South Australian Museum (the Museum) provides sites, programs, outreach, and digital services that are accessible to children and young people. The Museum recognises the importance of, and is committed to, establishing and maintaining safe, child-friendly environments where all children and young people are valued, respected, welcomed, and feel safe.

2. Purpose

The purpose of this policy is to:

- Ensure that protective practices for children, young people (under 18 years of age), and their families are implemented by the Museum.
- Prevent and respond to both deliberate and inadvertent harm, including risks of physical, psychological, cultural and emotional harm.
- Provide all Museum personnel, including Board members, employees, Honouraries, volunteers, contractors and consultants, with a clear understanding of their responsibilities.
- Promote a culture of openness, accountability, and respect for diversity, ensuring culturally safe environments for Aboriginal and Torres Strait Islander children, children with disability, neurodivergent children and young people, LGBTQIA+ young people, and those from culturally and linguistically diverse backgrounds, or migrant backgrounds.
- Confirm that all Museum personnel share responsibility for reporting suspicions that a child or young person may be at risk of harm, consistent with the Museum's obligations under the [Child and Young People \(Safety\) Act 2017 \(SA\)](#) (the Act).
- Meet obligations under the [Child Safety \(Prohibited Persons\) Act 2016 \(SA\)](#) by ensuring that all prescribed positions are held by individuals with a valid Working With Children Check (WWCC).

The Museum acknowledges that under the [Children and Young People \(Safety\) Act 2017](#), the Museum must establish, and periodically review, policies and procedures to ensure that child safe environments are maintained within the organisation and appropriate reports of risk of harm are made.

3. Scope

This policy applies to all persons engaged by or associated with the Museum, including Board members, executives, managers, employees, Honouraries, volunteers, and consultants/contractors (including South Australian Museum Foundation Staff), who may work with, or engage with, children and young people in any Museum context. It covers:

- All Museum buildings and sites in all locations.

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- Outreach and online programs where children and young people may participate.
- All work performed under the auspices of the Museum, whether on-site, off-site, or digital.

The policy is in addition to, and does no limit, responsibilities under the *South Australian Museum Act 1976* or the *South Australian Museum Regulations 2019*. Where inconsistencies arise, the statutory provisions of the *South Australian Museum Act 1976* prevail.

4. Policy Statement

The South Australian Museum is committed to providing a safe, welcoming, and engaging environment where children and young people can learn and participate confidently. This commitment is underpinned by the Museum's obligations under both Commonwealth and State legislation, including the *Children and Young People (Safety) Act 2017 (SA)*, and the *Child Safety (Prohibited Persons) Act 2016 (SA)*.

The Museum will ensure that all children and young people are safe from harm, or the perceived risk of harm, when visiting Museum sites, accessing programs, or engaging through outreach and digital programs. The safety and wellbeing of children and young people will never be compromised by other organisational considerations.

Commitments of the Museum

All Museum personnel, including Board members, employees, volunteers, contractors (including Foundation staff) and Honouraries must:

- Embed a culture of child safety and wellbeing across all levels of the organisation.
- Respect and encourage the views of children and young people who access our services.
- Involve children and young people in decisions that affect them, in ways that are age appropriate and meaningful.
- Listen to and act upon any disclosures, feedback, or complaints raised by children, young people or their families/carers.
- Ensure that children, young people, and their families/carers are informed of their rights and know how to access advice, services and complaint processes.

Organisational Systems and Processes

The Museum will apply child safety and protection considerations to all areas of its work by:

- Identifying and assessing activities (in person and online) that involve contact with children and young people.
- Defining prescribed roles and ensuring individuals in those roles maintain Working With Children clearance, and have completed *Safe Environments: Through Their Eyes*, or equivalent, training.
- Recruiting and screening personnel to ensure only suitable people work with

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children and young people.

- Providing regular training opportunities on child-safe practices.
- Ensuring mandatory reporting obligations are met whenever there is a reasonable suspicion that a child or young person is, or may be, at risk of harm.
- Identifying, mitigating, and recording risks associated with services and programs for children and young people, including maintaining a record of child and young-person related risks on the Museum Risk Register.

Supporting documents

All Museum personnel must be familiar with, and uphold, the following key documents:

- The Office of the Guardian for Children and Young People – [Charter of Rights for Children and Young People in Care](#)
- The Museum’s Working with Children and Young People Procedure and Code of Conduct
- The [National Principles for Child Safe Organisations](#)

The [National Principles for Child Safe Organisations](#) were endorsed by all levels of government following the Royal Commission into Institutional Responses to Child Sexual Abuse. These Principles provide a nationally consistent benchmark for child-safe practice. The Museum measures its performance against these Principles and details its approach to compliance in **Appendix A**, ensuring child safety is embedded across operations, programs, and culture.

4.1 Participation of Children and Young People

The Museum actively supports the participation of children and young people in shaping their experiences. We seek their voices in meaningful, age-appropriate, and culturally safe ways to ensure that our programs and services are responsive and inclusive. To achieve this, the Museum will:

- Request feedback on programs and initiatives through formal surveys and informal discussions.
- Seek feedback from schools, educational institutions, and community partners that engage with our programs and services.
- Involve children and young people in the design of new programs and initiatives through consultation processes that are accessible and diversity aware.
- Provide child-friendly, safe, and accessible complaints and feedback mechanisms, clearly explaining these processes to children and families.
- Ensure that children and young people are informed of their rights and responsibilities when using our sites and programs.
- Present displays and information in formats that are accessible, engaging, and meaningful for children and young people.

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Feedback from children and young people will be taken seriously, and outcomes of consultations will inform continuous improvement and decision-making across the Museum.

4.2 Risk Management

The Museum is committed to identifying, assessing, and managing risks that may affect the safety and wellbeing of children and young people across all activities, whether on-site, off-site, outreach or digital. To ensure effective risk management, the Museum will:

- Conduct risk assessments before all programs and events that involve children and young people.
- Update risk assessments following incidents, near-misses, or changes in activities.
- Record identified risks and strategies to mitigate them in the Museum's Risk Register.
- Ensure that the Museum Executive maintains oversight of the Risk Register and that it is regularly reviewed.
- Provide the Museum Board with regular reports on child safety risks in line with the Museum's overall risk management framework.
- Take a proactive approach to ensure risks are not only identified but managed and monitored, with clear accountability in both operations and governance.

5. Communication and Participation

The Museum will ensure that this policy and its associated procedures are clearly communicated and accessible to all relevant stakeholders.

Internal Communication

- The policy will be introduced at induction and re-communicated during regular training and policy reviews for all Museum personnel.
- Updates to the policy or procedures will be promptly circulated through staff meetings, intranet, and other internal communication channels.

Public communication:

- The policy will be published on the Museum's website and made available on request to any relevant person or organisation, in accordance with Section 114(5) of the *Child and Young People (Safety) Act 2017*.
- Child-friendly summaries will be displayed on site and available as part of programs to ensure children and young people are aware of their rights and how to raise concerns.

Participation

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- The Museum will communicate with children and young people in ways that are age-appropriate, inclusive, and accessible, seeking their feedback and input into policies, programs, and safety measures.
- Information will be presented in culturally safe formats, recognising the diverse background of children and young people, including Aboriginal and Torres Strait Islander children, children with disability, and those from culturally and linguistically diverse communities.

The Museum endeavours to ensure transparency, empowering children and young people to participate in decision making, and embedding child safety into the culture of the Museum.

6. Roles and Responsibilities

Child safety is everyone's responsibility. All Museum personnel must act to protect children and young people, comply with this policy, and uphold the Museum's Child Safety Code of Conduct. Every person is expected to report concerns, and contribute to maintaining safe, inclusive environments, while every person in a proscribed position must complete the relevant child safety training. Responsibilities are outlined below.

Museum Board

- Ensures processes and procedures are in place to maintain compliance with the *Children and Young People (Safety) Act 2017* and this policy.
- Approve new and revised Museum policies and procedures, including cancellation of outdated policies.
- Receive regular reports on child safety risks, compliance, and incidents to provide governance oversight.

Museum Director

- Holds overall operational responsibility to ensure the Museum complies with this policy and legislative obligations.
- Appoints a member of the Executive as the responsible policy owner.
- Designates a Child Safety Lead to coordinate and monitor child and young person safety across the Museum.
- Champions a child-safe culture across the organisation.

Museum Executives

- Assess functions and positions (including volunteer, honorary, contractor, and consultant roles) to determine whether they involve, or are likely to involve, child or young person-related work.
- Ensure prescribed positions include clear role descriptions, duty statements and contract clauses that require maintaining Working With Children clearance.
- Ensure staff within their areas of responsibility:
 - Are aware of and comply with this policy

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- Receive appropriate training in child-safe practices
- Are supported to implement child-safe environments in their daily work.

Child Safety Lead

Responsible for coordinating and monitoring child and young person safety across the Museum. This role will:

- Maintain and make available the Museum's Working with Children and Young People Procedure and Code of Conduct.
- Work with the Business Support team to ensure a robust Working With Children compliance process is embedded in recruitment and procurement.
- Work with the Business Support team to ensure induction processes include information on child-safe environments requirements.
- Support the Business Support team to maintain a Museum WWCC, and *Safe Environments: Through Their Eyes* trained register for all prescribed positions.
- Monitor WWCC expiry dates, and work with the Business Support team to prompt renewals, and notify personnel of requirements to renew the clearance.
- Oversee child and young-person elements of the Museum Risk Register, ensuring child-safety risks are identified, recorded, and reviewed.
- Work with other Public Engagement Managers to ensure personnel in prescribed position are trained in accordance with this policy.
- Provide regular updates to the Executive and Board on compliance, risks and improvements.

All Museum Personnel

Museum personnel includes any person engaged by the Museum, whether by formal written agreement or via a verbal arrangement, including but not limited to: Board Members, employees, honouraries, students (e.g. those undertaking placements), contractors and sub-contractors including Museum Foundation staff, and consultants. Museum personnel must:

- Abide by the Child Safe Environments Policy at all times.
- Understand and follow procedures for identifying, reporting, and responding to risks and incidents.
- Commit to and uphold the Code of Conduct when interacting with children and young people.
- Have a valid Working With Children Check before supporting programs that involve children and young people.
- Have undertaken a National Police Check within the 12 months prior to appointment.
 - Where an appointee is joining the Museum from an international location (without any Australian history to enable a Police Check or WWCC), they must instead provide an equivalent WWCC or NPC from

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their previous country of residence. A statutory declaration may also be required in those instances.

- Complete any required safety training, which is mandatory for those in prescribed positions.
- Actively create safe, inclusive, and respectful environments for children and young people.
- Report concerns or breaches immediately.
- Model safe and appropriate behaviour in all professional interaction.

7. Record keeping and privacy

The Museum recognises that sensitive information relating to children, young people, and child safety concerns must be managed with the highest standards of confidentiality, accuracy, and security.

- **Confidentiality:** All records relating to child safety concerns, incidents, Working With Children Checks, training, and risk assessments will be kept strictly confidential and only accessed by authorised and relevant personnel.
- **Accuracy and Integrity:** Records must be factual, objective and completed. Any updates or amendments must be dated and initialled to ensure an accurate audit trail.
- **Storage:** Records will be stored in secure systems approved by the Museum, with any physical documents kept in locked facilities, and digital records protected by restricted access controls. Additional controls are in place for certain circumstances, e.g. Social Media policies where staff are prohibited from taking photos of children and young people on their personal devices.
- **Retention:** Records will be retained in accordance with State Records Act 1997 (SA) and any applicable retention and disposal schedules, including specific requirements for child safety incident records.
- **Privacy:** All information will be managed in compliance with the *Children and Young People (Safety) Act 2017 (SA)*, the *Child Safety (Prohibited Persons) Act 2016 (SA)*, and PC012 – Information Privacy Principles (IPPs) Instruction (SA) (as applicable).
- **Reporting to Authorities:** If a child or young person is, or is suspected to be, at risk of harm, relevant records may be shared with the Department of Child Protection, SA Police, or other statutory authorises as required by law.
- **Access by individuals:** Children, young people, or their families may request access to information held about them in line with privacy laws and Museum procedures.
- **Monitoring and Assurance:** The Child Safety Lead will support recordkeeping practices relating to child safety and ensure compliance with retention, privacy, and security requirements.

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8. Supporting Documents and Resources

Legislation and Regulations

- [Children and Young People \(Safety\) Act 2017](#)
- [Children's Protection Law Reform \(Transitional Arrangements and Related Amendments\) Act 2017 \(SA\)](#)
- [Child Safety \(Prohibited Persons\) Act 2016 \(SA\)](#)
- [Child Safety \(Prohibited Persons\) Regulations 2019](#)

Guidelines and reporting channels

- Child Abuse Report Line (CARL) – 13 14 78, or [e-CARL](#)
- [South Australian Mandatory Reporting Information Booklet](#)
- [National Principles for Child Safe Organisations](#)

SA Museum internal and SA Government Documents

- SA Museum Child Safety Procedures and Code of Conduct
- DPC ICT Cyber Security guidelines
- DPC Respectful Treatment at Work guideline

9. Approval and Review

Guided by Section 115 of the Children and Young People (Safety) Act 2017, the Museum will review this Policy and all associated procedures adopted under Section 114 of the Act at least once every five years, or sooner as required.

The Policy and its associated documents will be reviewed when:

- New or emerging risks to children and young people are identified.
- A critical incident occurs in which a child or young person has experienced, or is alleged to have experienced harm or risk of harm.
- Concerns raised by staff, volunteers, families, children, young people, or other stakeholders about the effectiveness or content of the policy.
- Legislative or regulatory changes necessitate an update.

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Approved Date	Amendment	Amendment Details
	Child Safe Environment Policy and Procedure v.1	May 2022, establishment of new Child Safe Environment Policy and Procedure
	Child Safe Environment Policy and Procedure v.1.1	May 2024, review with Department of Health Services to ensure policy and procedure were robust. Amendments by Nat Castree and Tim Sheridan
	Child Safe Environment Policy v.1.2	September 2025 full review and re-write to ensure policy is robust but also fully implemented through procedure, including contracted staff such as South Australian Museum Foundation Staff. Separation of Policy from Procedure and Code of Conduct. Amendments by Brenan Dew, Manager Visitor and Commercial Services, and Natalie Castree, Manager Access and Learning

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10. Appendix A – 10 National Principles for Child Safe Organisations

<p>National Principle 1:</p> <p>Child safety and wellbeing is embedded in organisational leadership, governance and culture.</p>	<p>The Museum is committed to embedding child safety into its governance, leadership, and everyday practices. Staff and volunteers are expected to abide by the South Australian Public Sector's Code of Ethics and demonstrate Public Sector Values. The Board and Executive leadership team ensure policies, procedures and risk assessment processes explicitly address child safety and wellbeing. Awareness is promoted across the Museum, and a dedicated Children and Young People Procedure and Code of Conduct is publicly available.</p> <p>Annual Child Safety compliance reports are provided to Museum Executive to ensure strong governance, and operational compliance.</p>
<p>National Principle 2:</p> <p>Children and young people are informed about their rights, participate in decisions affecting them and are taken seriously.</p>	<p>The Museum educates children and young people about their rights and safety when visiting, attending programs, or engaging online.</p> <p>Feedback is actively sought through surveys, information conversations and consultations, in addition to advice from sector experts to ensure programs and spaces are safe, friendly and welcoming.</p> <p>The Museum aims to close the feedback loop by informing children and young people how their input has shaped decision-making.</p>
<p>National Principle 3:</p> <p>Families and communities are informed and involved in promoting child safety and wellbeing.</p>	<p>The Museum recognises that families and communities play a vital role in child safety. Consent from responsible adults is obtained before children and young people participate in Museum programs. Opportunities are created to provide feedback or raise concerns. The Children and Young People Procedure and Code of Conduct is available to the public, ensuring transparency and trust.</p>
<p>National Principle 4:</p> <p>Equity is upheld and diverse needs respected in policy and practice.</p>	<p>The Museum promotes inclusion and cultural safety as central to child protection. Information is made available in accessible formats for children, young people, and families. The Museum explicitly recognises the importance of culturally safe environments for Aboriginal and Torres Strait Islander Children, as well as supporting children with disability, neurodivergent children and young people, culturally and linguistically diverse communities, those from migrant and refugee communities, and LGBTQIA+ young people.</p> <p>Staff and volunteers are provided with resources and training to build their capability to work inclusively with these diverse groups.</p>

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<p>National Principle 5:</p> <p>People working with children and young people are suitable and supported to reflect child safety and wellbeing in practice.</p>	<p>The Museum ensures that all staff, volunteer, and contractors in prescribed roles maintain Working With Children clearance verified through Department of Human Services, and have undertaken the Safe Environments: Through Their Eyes training. Recruitment processes also include suitability checks, National Police Checks, and where relevant referee assessments focussed on child-safety attitudes. Supervision, ongoing support, and performance reviews reinforce safe practice.</p> <p>The Museum commits to notifying the Screening Unit if assessable information about an individual comes to light.</p>
<p>National Principle 6:</p> <p>Processes to respond to complaints and concerns are child focused</p>	<p>Complaints and concerns are managed through accessible, child-focussed processes. Children, families, and staff are encouraged to raise issues through the Museum's existing complaint handling procedures (through email or through staff contact points):</p> <ul style="list-style-type: none"> • The complaint will be referred to the appropriate manager. • The manager will contact the complainant and attempt to resolve the issue immediately. • If an immediate response is not possible, the Museum will attempt to resolve the issue within 10 working days, or advise the complainant why the complaint will take longer to resolve. • If the complainant is dissatisfied with the Museum's response, the complainant can contact the SA Ombudsman at or the Commissioner for Children and Young People in relation to their complaint. <p>Staff are required to report any suspicious or inappropriate conduct towards children and young people on Museum premises to their supervisor and the Child Safety Lead.</p> <p>Mandated notifiers are required by law to notify the Department for Child Protection if they suspect on reasonable grounds that a child or young person is, or may be, at risk of harm.</p>
<p>National Principle 7:</p> <p>Staff and volunteers are equipped with the knowledge, skills and awareness to keep children and young people safe through ongoing education and training.</p>	<p>Museum personnel will receive induction training covering child-safety obligations, the Procedures and Code of Conduct, and role specific child-safety responsibilities.</p> <p>Skills-based training will be provided to prescribed staff as required to support staff in engaging confidently with children and young people, including cases of lost children and responding to disclosures.</p> <p><i>Safe Environments: Through Their Eyes</i> training is mandatory for prescribed roles, and must be refreshed every 3 years, with completion tracked and monitored by the Child Safety Lead.</p>
<p>National Principle 8:</p> <p>Physical and online environments promote safety and</p>	<p>The Museum's risk management framework identifies and mitigates child-safety risks across physical, outreach, and online environments. Measures include WWCC requirements, articulated behaviour standards, CCTV monitoring in public spaces, and ensuring children remain in the care of responsible adults.</p>

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wellbeing while minimising the opportunity for children and young people to be harmed.	All programs and activities include child-safety considerations in their risk assessments.
National Principle 9: Implementation of the national child safe principles is regularly reviewed and improved	The Museum reviews this Policy every two years and conducts annual reviews of child-safety practices and processes. These reviews include risk assessments, documentation, and staff support systems, and are accountable to the Museum Executive and Director, who will provide annual confirmation of compliance to the Museum Board.
National Principle 10: Policies and procedures document how the organisation is safe for children and young people	<p>This Policy and associated Procedures and Code of Conduct document the Museum's commitment to child safety and are made available to staff and the public via the South Australian Museum Website.</p> <p>Child-friendly summaries will be implemented across the Museum, ensuring children and families understand their rights and know how to seek help.</p> <p>Supporting internal Museum documents such as the Risk Management Framework, and Volunteer Policy provide a complete framework for embedding child-safety practices across the Museum.</p>

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Child Safe Environments Procedure, and Code of Conduct

Version 1., September 2025

1. Working with Children and Young People Code of Conduct

The Museum will maintain, ensure compliance with, and make publicly available its *Child Safe Environments Policy, Child Safe Environments Procedure and Code of Conduct*.

The Code applies to all Museum personnel, Board members, employees, volunteers, honouraries, contractors (including Foundation Staff) and consultants. Its purpose is to make the Museum a safe, welcoming, and positive environment where children and young people are respected, supported, and able to participate fully in Museum programs.

1.1 Expected Standards of Behaviour

All personnel must:

- Abide by this Policy and the Code of Conduct
- Respect that all children and young people have a right to feel and be safe.
- Treat all children and young people with dignity, equality, and respect.
- Be aware of, and responsive to, vulnerabilities such as age, disability, developmental stage, language barriers, mental health, trauma or past abuse.
- Provide clear, age-appropriate or developmentally appropriate explanations, allowing children to ask questions.
- Seek consent from the child and/or their parent/guardian when physical contact is required (e.g. provision of first aid).
- Be alert to indicators that a child or young person may be at risk and report suspicions of harm to the **Child Abuse Report Line (CARL:13 14 78)** or **SA Police (000)** if urgent.
- Encourage children and young people to have a say in matters that affect their experience.
- Ensure that children, young people and their families know their rights and how to access complaints procedures.
- Maintain physically and socially safe environments, free from hazards and risks.

1.2. Prohibited Conduct

Personnel must not:

- Discriminate against any child or young person because of age, gender, culture, background, religion, disability, or sexuality.
- Develop personal or inappropriate relationships with children or young people.

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- Engage in any unnecessary or inappropriate physical contact.
- Provide personal contact details to a child or young person, or communicate privately outside formal Museum channels.
- Behave or communicate in a way that could be interpreted as being sexually suggestive, nor allow a child or young person to communicate or behave in such a way.

1.3. Breaches to the Code of Conduct

Staff or members of the public may report suspected breaches of *the Working with Children and Young People Code of Conduct* through the Museum complaints, concerns and feedback process, over email feedback@samuseum.sa.gov.au or over the phone 08 8273 9100.

Staff must report suspected breaches to their line of management and to the Child Safety Lead.

Confirmed breaches will be managed in accordance with the Museum's procedures, the DPC [Respectful Treatment at Work Policy](#) and in line with the Public Sector Act, 2009.

2. Recruitment and Screening

The Museum must ensure that people engaged are suitable for the specific role they are undertaking and that prohibited persons are not engaged to work with children or young people.

The Museum requires staff that engage with children and young people to maintain current Working With Children clearance due to the public nature of Museum operations. Their details will be linked to the DHS screening portal to ensure timely notification of any change in clearance status.

With respect to Working With Children Check (WWCC) compliance, the Museum will:

- Record the unique identifier provided on the WWCC in the personnel's personal file.
- Verify the accuracy of all WWCCs for current and prospective employees in the DHS Screening Unit online portal.
- Maintain a central register of all WWCCs that identifies the personnel's name, the unique identifier provided on the WWCC, and the date of expiry of the check.
- Require personnel to obtain a new WWCC at least 3 months prior to the expiry date of an existing WWCC.
- The DHS screening portal will automatically notify personnel 4 months prior to the expiry of their WWCC that a renewal is required.

3. Prescribed Positions

The Museum will ensure that all roles involving direct engagement with children and young people are identified as "prescribed positions" in accordance with Section 5 of the [Child Safety \(Prohibited Persons\) Act 2016](#).

Any role, including volunteer roles, identified as a "prescribed position" will have a role description that includes the following statement:

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“This role has functions pertaining to working with children and is prescribed under the [Child Safety \(Prohibited Person\) Act 2016](#) as requiring a Working With Children Check (WWCC). By applying for this role, you consent to being screened for appropriate behaviour and to the Museum obtaining, or requiring you to obtain, a WWCC.

Prescribed positions include, but are not limited to:

- Learning Program Officer
- Visitor Services Officers
- Visitor Engagement Officers
- Communications Coordinator
- Communications Lead
- Manager Marketing, Media and Communications
- Information Officer
- Manager, Access and Learning
- Programs Producer
- Manager, Public Programs
- Manager, Visitor and Commercial Services
- Manager, Exhibitions and Programs
- Visitor and Member Services Manager
- Front of House Volunteers

The Museum will require those in prescribed positions to undertake additional external training: *Safe Environments: Through Their Eyes*, within the first three months of their engagement, with a refresher course encouraged every three years.

A register of personnel in “prescribed positions” will be maintained by the Child Safety Lead, including tracking completion of additional *Safe Environments: Through Their Eyes* training compliance.

4. Procurement of Contractors and Consultants

The Museum will ensure all services procured and performed by consultants or contractors are assessed to determine whether they will involve working with, coming into contact with, or developing services for children or young people.

Specifically:

- Requests for tender, quote or other procurement documentation, where working with children or young people is required, will state as essential the need to provide a National Police Check and WWCC prior to commencing services.
- For procured services involving work with, engagement with, or the development of services for children or young people, the successful consultant(s) or contractor(s) must provide a current National Police Check and a WWCC prior to commencement.
- All WWCCs provided will be verified for accuracy in the DHS Screening Unit’s online portal, and as part of this process additional personal information may be requested.
- The Museum will, for the term of any contracted services, maintain a record of the registered number provided on WWCC, including the expiry date.
- WWCC provided by a contractor or consultant must not expire within the period of the

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contract.

5. Reporting and responding to the suspected harm or risk of harm (CARL)

Chapter 5, Part 1 of the [Children and Young Person \(Safety\) Act 2017](#) sets out the obligations in relation to the reporting of suspicion that a child or young person may be at risk. The Museum and its personnel are obliged under the Act to report any such suspicion as per Section 30(3)(h) of the Act.

A report must be made in accordance with Section 31 of the Act, where a suspicion is formed by a person within scope of this policy that a child or young person may have been harmed or is at risk of harm, the person who identifies the harm or risk will:

1. Make a report to either of the following authorities as appropriate:
 - If the child or young person is at immediate risk, report to South Australia Police **(SAPOL) on 000**
 - If the child or young person is not at immediate risk, report to the Child Abuse Report Line **(CARL) on 13 14 78.**
 - Note that it is **not** appropriate for the matter to be reporting internally for another staff member to determine if it is a reportable matter.
2. Personnel who make any report to CARL or SAPOL relating to a child or young person at risk will advise the Child Safety Lead and Responsible Executive in writing that a report has been made, and the circumstances of that report.
3. The Child Safety Lead and Responsible Executive will be responsible for bringing the matter to the attention of the Director and any ongoing risks will be assessed and managed by the Director as appropriate.
4. Where Museum personnel are suspected of causing harm to a child or young person, the Director will initiate an investigation and manage the matter in accordance with the Department's [Respectful Treatment at Work Policy](#) and requirements of the [Public Sector Act 2009](#).
5. Where Museum personnel are suspected of causing harm to a child or young person, they must not undertake further duties involving children or young people until the investigation and related processes are finalised. Additional suspensions may be applied in line with the [Public Sector Act 2009](#) where appropriate.
6. The Museum will provide counselling, coaching or EAP support to the person who has made such a report to CARL or SAPOL as required.
7. All adult workers have a legal obligation to report child sexual abuse by another worker to the police and to protect a child from sexual abuse by another worker. Failure to meet these obligations may be considered a criminal offence

After a report is made, Museum staff may be required, depending on circumstances, to support the child or young person, by:

- continuing to provide services to the child or young person and their family and monitoring their circumstances

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- referring the child, young person or their family to other appropriate services
- where the child is engaging with the Museum through a school or other educational institution, reporting the incident to the onsite supervisor of the group and the education institution.

6. Supervision, Training and Support

With respect to supervision, training and support, all Museum personnel will:

- be provided with supervision and support in relation to their obligations and the Museum's expectations in relation to the safety and well-being of children and young people. The Child Safety Lead is first point of call for this support.
- Be required to read and acknowledge that they understand and this policy as part of their induction or on implementation of this policy.

Museum staff and volunteers engaged in a "prescribed position" will:

- Be required to read and understand the [Mandatory Reporting Information Booklet](#)
- Attend and complete the *Safe Environments: Through Their Eyes* training as a priority upon commencement, but no later than within three months of starting at the Museum.
- undertake refresher *Save Environments: Through Their Eyes* training every 3 years.

The function of **Child Safety Lead** has been established by the Museum. Their responsibilities include coordinating training, education, and providing any required support for mandatory reporting.

7. Public Statement of Commitment

The South Australian Museum prioritises the safety and wellbeing of children and young people. We are dedicated to creating safe, respectful and inclusive spaces where children and young people are valued, listened to, and protected from harm or any risk of harm.

We acknowledge that safeguarding children and young people is a shared responsibility to our entire community. To uphold this commitment, the Museum will:

- *Maintain clear policies and procedures that promote the safety of children and young people.*
- *Equip our people with the knowledge, training and accountability to meet their child-safety responsibilities.*
- *Actively identify and reduce risks and respond swiftly and appropriately to concerns or incidents.*
- *Ensure compliance with South Australian Legislation.*
- *Embed the National Principles for Child Safe Organisations into our culture, programs and services.*

Through these actions the Museum affirms its responsibility to provide an environment where children and young people can explore, learn and thrive safely.

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The following provides an alternative, age-appropriate commitment:

At the South Australian Museum, children and young people matter. When you visit or engage with the Museum, we promise that you will be:

- *Safe – we work hard to make sure nothing puts in you in danger*
- *Respected – your ideas, feelings, and questions matter*
- *Included – everyone is welcome here*

If you ever feel worried, upset, or unsafe at the Museum, you can:

- *Talk to any staff member – you can find someone at the information desk*
- *Call the Kids Helpline 1800 55 1800*

Our job is to listen to you, ensure you are safe, and make the Museum a place where you can learn, explore and have fun.

The Museum will continue to review and improve its practices, guided by legislation, the National Principles for Child Safe Organisations, and the voices of children, young people and their families. For further advice, clarification, or support in relation to this Policy personnel should contact the Child Safety Lead, through the email feedback@samuseum.sa.gov.au

Approved Amendment Date	Amendment Details
Child Safe Environment Policy and Procedure v.1	May 2022, establishment of new Child Safe Environment Policy and Procedure
Child Safe Environment Policy and Procedure v.1.1	May 2024, review with Department of Health Services to ensure policy and procedure were robust. Amendments by Nat Castree and Tim Sheridan.
Child Safe Procedure and Code of Conduct v.1	September 2025 full review and re-write to ensure policy is robust but also fully implemented through procedure, including contracted staff such as South Australian Museum Foundation Staff. Separation of Policy from Procedure and Code of Conduct as two separate documents. Amendments by Brenan Dew, Manager Visitor and Commercial Services, and Natalie Castree, Manager Access and Learning

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