



Child Safe Guidelines

Purpose

The Metropolitan Orchestra (TMO) has developed the following set of guidelines to support staff, contractors and volunteers to promote and ensure the safety of all participants.

The aim of the guidelines is to provide greater clarity in developing TMO programs and procedures.

TMO staff, contractors and volunteers are to:

- Ensure the safety, wellbeing and protection of all TMO participants
- Ensure children and young people are not exposed to foreseeable risk
- Take precautions to minimize risk
- Ensure appropriate supervision and staff/participant ratios
- Follow policies and procedures for reporting incidents
- Report if they observe others acting inappropriately
- Treat each participant with respect, sensitivity, fairness and consistency
- Demonstrate professional relationships with participants that cannot be misinterpreted as overly personal or intimate
- Review the guidelines and procedures annually.

Accidents and Emergencies

Parents/guardians are required to provide up to date contact information (e.g. mobile phones and email) and medical information (including allergies) before all camps.

In the event of an accident or emergency occurring, that requires medical attention or first aid:

- TMO staff will make the best efforts to address the situation and care for the participant.
- The Safety Officer present will be informed, and appropriate treatment offered.
- If an ambulance is required, the Safety Officer is to be informed at the earliest possible moment. TMO Staff will accompany the participant for treatment until the parents/guardians are notified and can attend.
- The Safety Officer will:
 - Inform the participants' parents/guardians at the earliest possible point
 - Inform the MD at earliest point if incident is serious
 - Complete an incident report form to document the details of the incidents, which includes statements by all people involved
 - The incident and actions will be recorded in the activity report.



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Age Appropriate Activities

TMO staff will:

- Arrange for age-appropriate socialisation during TMO activities
- Tailor social activities with the age of participants in mind.

Aggressive Behaviour

Aggressive behaviour between TMO participants, or from parents, volunteers or staff will not be tolerated and may lead to exclusion from TMO activities on a temporary or permanent basis.

Aggression includes:

- Words or actions (both overt and covert) that are directed towards another and intended to harm, distress, coerce or cause fear.
- Yelling, name-calling, insults, derogatory comments, physical interaction with the intention to annoy or harm and all forms of violence.

TMO staff will remove any participants demonstrating aggressive behaviour during TMO activities including camps, and contact parents/guardians immediately.

This includes behaviour that has been reported by other participants or volunteers.

Boundaries

TMO staff will maintain appropriate professional boundaries with participants. These boundaries include (but are not limited to):

- Ensuring appropriate communication
- Avoiding threatening, demeaning or discriminatory language
- Not making disclosures of personal information, beyond what is required.

for the role

- Maintaining appropriate physical boundaries including contact (see below) and presence – that is not being in change rooms or other places inappropriately; not being alone with children or young people.
- Transporting participants only with the written permission of their parents/guardians and as a group of 3 or more in cars or on public transport. Individual staff will not transport participants.
- Not targeting or singling out children or young people for special treatment, including tutoring.
- Not taking on a role of counsellor or similar beyond duties.
- Not developing relationships outside the scope of TMO duties.
- Not recording images of children or young people for private records.
- Taking necessary photos or videos of participants only on TMO equipment. I.e. Phones, Tablets or Cameras.

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- Not communicating with students directly through email or social media on issues that are not TMO related.

Bullying and Harassment

TMO has a zero-tolerance policy towards bullying and harassment. Bullying is defined as unwanted, aggressive behaviour that involves a real or perceived power imbalance. The behaviour is repeated or has the potential to be repeated over time.

Harassment is defined as behaviour that targets an individual or group due to their identity, race, culture or ethnic origin, religion, physical characteristics, gender, sexual orientation, marital, parenting or economic status, age, ability or disability, and that offends, humiliates, intimidates or creates a hostile environment.

Harassment may be an ongoing pattern of behaviour, or it may be a single act. It may be directed randomly or towards the same person/s. It may be intentional or unintentional (i.e. words or actions that offend and distress one person may be genuinely regarded by the person doing them as minor or harmless).

TMO staff and volunteers have a duty of care to report all actual or potential incidences of bullying and harassment on the activity reports.

Clothing and Cleanliness

All participants in TMO programs are expected to be appropriately dressed for the activity.

TMO staff, contractors and volunteers are not to make comments in general about participants' appearance, especially not comments that would be considered derogatory.

TMO staff:

- Will communicate in writing with participants and parents/guardians about any specific requirements for an activity, e.g. clothes for concerts or performances, clothing for camps.
- May contact the participants, parents/guardians if they believe a participant is inappropriately or inadequately dressed or prepared for an activity.
- Will work with the participant and the family to rectify the situation.

Complaints Management

TMO staff will encourage participants to give feedback (positive and otherwise) about their programs and activities. In this way participants should feel empowered to raise issues as they occur.

TMO staff will:

- Handle all complaints, including potential breaches of the Code of Conduct that cannot be resolved between participants.
- Brief participants at the beginning of a program or activity on who and how they should raise issues and complaints.



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- Listen respectfully to all complaints and make best efforts to resolve any issues including those between participants.
- Refer any complaint to TMO's Managing Director.

TMO staff or the MD will meet with all affected parties to mediate or resolve the issue to the satisfaction all parties.

If the issue is not resolved, the complaint will be referred in writing to TMO's MD for consideration.

Contacting Participants

Participants will be contacted by email, to the email address nominated when joining TMO, of any changes to this program.

Participants will be sent a full pack of information regarding details such as rehearsal times, venues, concerts and other matters regarding their participation in TMO.

For participants under 18 years, this information will also be copied to the parents/guardians email addresses nominated when the participant joins with TMO.

Corresponding with Parents/Guardians

It is expected that parents and/or guardians of participants are to be proactive and honest in communicating with TMO.

Before each activity, TMO will:

- Provide parents/guardians with written advice about what to expect from TMO and their responsibilities
- Seek from the parents/guardians the required permission in writing for a child to participate in the activity acknowledging any special requirements
- Seek from the parents/guardians up to date contact details and clear guidance (required in writing) on who has authority to take their child to and from TMO activities.

Employee, Contractor and Volunteer Screening

In line with NSW Child Safety Legislation, all employees, contractors and volunteers who directly interact with children in TMO programs and activities are required to have a valid Working with Children Check.

The check is to be conducted prior to any offer of employment or commencement of paid or unpaid work before beginning with TMO.

First Aid (Training, Kit and Record-Keeping)

Participant safety is the most important priority to TMO.

TMO will ensure:

- All rehearsal and concert venues etc, will have access to a fully equipped first aid kit.



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- All first aid and medication provided to a participant by TMO Safety Officers, is recorded in the First Aid Kit log, including time, date and details of dosages.
- An appointed safety officer is to be responsible for maintaining this kit, and ensuring incidents are reported appropriately.
- The Safety Officers are provided time and payment for updated first aid training.
- Parents/guardians of participants under 18, are notified in the case of first aid being administered.

Gender

TMO is committed to creating an environment where participants regardless of gender can feel safe to learn. At TMO:

- Gender is defined as what has been recorded on a participant's birth certificate.
- Changing rooms and bathrooms will also be single gender.
- There will always be a staff member/volunteer of each gender so that participants have someone they can refer to regarding personal issues.

Physical Interaction

TMO staff and volunteers are to demonstrate respect for physical and emotional boundaries of all participants, this includes:

- Adults (or participants over 18) are not to inappropriately touch (including hugging) children under 18 years.
- Being vigilant and alert for inappropriate touching between adults and children and between participants, any such inappropriate touching will be immediately reported.
- Not using physical or corporal punishment.

Supervision

- No staff member, contractor or volunteer should be alone with a participant, including during rehearsal or tutorials
- TMO will arrange for sufficient adult (WWCC cleared) to children ratios at all TMO activities.

Privacy

TMO Staff will not:

- Disclose personal and confidential information with participants.
- Share address and contact details held by TMO with other participants, conductors or tutors.
- Disclose medical, health and other personal information unless to ensure the participants safety.

Please refer to the TMO Privacy Policy for more information.



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Reporting Misconduct, Including Sexual Misconduct

All misconduct (including but not limited to breaches of the Participants and Staff, Contractor and Volunteer Codes of Conduct) will be reported to TMO staff and the MD shall be informed “in writing”.

If the misconduct involves participants:

- A warning will be issued to the participant at that point, with a reminder that repeated breaches will lead to a temporary or permanent suspension from TMO activities.
- Misconduct will be recorded through the standard Incident Reporting and Recording Process (see below).
- In the case of serious misconduct (including sexual misconduct) the participant may be suspended immediately (including being removed by parents/guardians).
- Sexual misconduct includes but is not limited to: sexual harassment, sexual abuse, sexual assault and stalking all of which are reportable to the police and Family and Community Services if victim or perpetrator are under 18 years.

If the misconduct involves TMO Staff, Contractors and/or Volunteers, TMO’s Reportable Conduct Procedures will be implemented.

Incident Reporting and Recording

If inappropriate behaviour is reported, TMO Staff and / or the Conductor will:

- Complete a report on the day of the incident detailing people involved, times, dates, locations and the nature of the incident.
- Discuss the inappropriate behaviour with the participant with up to two TMO adults present (conductor or TMO Staff member).
- Record the issue of the report on the Activity Report, with the original to be stored on the participants’ file.
- Notify the MD and appropriate TMO Staff if more than one report is recorded, or if the behaviour is at a level identified as dangerous to other students.

TMO Staff will meet with participants and their parents/guardians to discuss the behaviour and decide whether or not the participant can continue to attend TMO activities.

There are no refunds of contributions for participants’ who are asked to leave TMO activities due to unacceptable behaviour.



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SIGN OFF AND REVIEW

Version	Authorised By	Approved Date	Review Cycle	Review Due
1	MD	05/05/2021	2 Years	May 2023

HISTORY

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