



Child Safe Procedure

1. Glossary

To assist with understanding this procedure, the following definitions apply:

- **Appointed Roles:** Individuals holding specific positions such as Orchestra Manager and Artistic Director
- **Audience:** Members of the public attending AWSO performances.
- **AWSO:** Albury Wodonga Symphony Orchestra
- **Child (or Children):** Any person under the age of 18
- **Committee:** Refers to the AWSO Committee, all appointed roles including the Orchestra Manager, Artistic Director and Public Officer, and the Member Protection Officer
- **Executive Committee:** Refers to the President, Vice-President, Treasurer and Secretary
- **Non-Playing Members:** Individuals who primarily assist with events and operational support and are members of AWSO
- **Playing Members:** Musicians who perform as part of the orchestra and are members of AWSO
- **Visiting Guest Artists:** External artists engaged for specific performances or events, or who attend rehearsals on an ad-hoc basis
- **Volunteers:** People who assist AWSO without receiving financial compensation

2. Making a Complaint or Reporting a Concern

If a child or adult has a concern about child safety, they should follow these steps:

- **Step 1:** Report concerns to AWSO's Member Protection Officer (MPO)
- **Step 2:** If the MPO is unavailable or implicated, you can direct your concerns to any member of the AWSO committee or appointed role (e.g. Orchestra Manager or Artistic Director).

3. Member Protection Officer (MPO)

The MPO plays a critical role in safeguarding children engaged in AWSO activities and will:

- Receive and document complaints
- Maintain confidentiality
- Follow AWSO's reporting obligations under [Victorian Child Safety Laws](#).

Contacting the MPO:

- **Current MPO:** Graeme Stewart and Tara Chambers, elected on 24/02/2025
- **In-Person:** Speak directly with the MPO during AWSO events
- **Email:** alburywodongasympphonyorchestra@gmail.com

If the complaint involves the MPO, please direct your concern to a member of the AWSO Executive Committee.

4. Investigation Process

All complaints will be managed carefully and fairly through the following steps:

- **Step 1:** The MPO will assess the complaint to determine if immediate action is needed
- **Step 2:** If required, the MPO will report to external authorities (e.g., [Child Protection Victoria](#), Police)
- **Step 3:** The MPO will conduct an internal investigation, following natural justice principles, which includes:

- ensuring all parties are given a fair opportunity to present their version of events;
 - acting impartially and without bias throughout the investigation;
 - making decisions based on evidence and facts; and
 - providing reasons for decisions made.
- **Step 4:** The MPO will work with the AWSO Executive Committee (President, Vice-President, Treasurer and Secretary) to determine appropriate actions, which may include disciplinary measures to be handled through Division 2 and Division 3 of AWSO's Constitution.

5. Confidentiality and Support

AWSO prioritises the privacy and wellbeing of all parties involved. We will:

- Handle all reports confidentially
- Offer support to affected children and families, as appropriate.

6. Resources and Contacts

AWSO operates as a cross-border organisation, rehearsing and often performing in New South Wales while adhering to Victorian Child Safe Standards. We are also familiar with and acknowledge the importance of complying with New South Wales child safety guidelines.

Victorian Contacts:

- [Child Protection Victoria](#): 1300 655 795
- **Victorian Police**: 000 (emergencies) or local station for non-emergencies
- [Child Wise Helpline](#): 1800 991 099.

New South Wales Contacts:

- **NSW Child Protection Helpline**: 132 111
- **NSW Police**: 000 (emergencies) or local station for non-emergencies
- **NSW Office of the Children's Guardian**: (02) 8219 3600.

7. Review of Complaints

To ensure continuous improvement, AWSO will:

- Review each complaint post-resolution to strengthen procedures.

8. Review

This policy was approved by the AWSO Committee on 24 February 2024, and will be reviewed annually or following any significant incidents.