



**Mackay Eisteddfod Association Inc.**

Child Safe Standards

## **Mackay Eisteddfod Association Inc.**

The following Standards are ten (10) interrelated benchmarks designed to embed child safety into an organisation's culture, policies and practices. They include:

1. Leadership and Culture
2. Voice of Children
3. Family and Community
4. Equity and Diversity
5. People
6. Complaints Management
7. Knowledge and Skills
8. Physical and online environments
9. Continuous improvement
10. Policy and Procedures

These are not just aspirational goals; they are enforceable obligations. All organisations that are deemed to be child safe organisations, which are based and operating in Queensland, will be required to uphold 10 Child Safe Standards.

When organisations implement the Child Safe Standards, they must also provide an environment that ensures the cultural safety of Aboriginal children and Torres Strait Islander children. This is known as the Universal Principle for Cultural Safety. This part of the Act is about ensuring there are culturally safe environments for Aboriginal and Torres Strait Islander children and their families, which broadly means they feel welcome, safe, valued, included and respected. The Universal Principle for Cultural Safety needs to be embedded in each of the 10 Child Safe Standards. It has the same importance as each of the 10 Child Safe Standards.

# **MACKAY EISTEDDFOD**

## **CHILD SAFETY CODE OF CONDUCT**

### ***GUIDING PRINCIPLES AND COMMITMENTS***

Mackay Eisteddfod will prioritise Children's Safety and Wellbeing. Mackay Eisteddfod will operate under compliance guided by the 10 Child Safe Standards and The Universal Principle for Cultural Safety. (Child Safe Organisation Act - Child Protection Act 1999). The Standards aim to create environments that prioritise the safety and wellbeing of children.

(Link: [qfcc.qld.gov.au/child safe](http://qfcc.qld.gov.au/child-safe))

To promote the safety and well-being of children and young people, the Mackay Eisteddfod is recognised as a Child Safe Organisation. We are committed to providing an environment that is safe, inclusive, supportive, and culturally respectful—one that values and enriches the experiences of all participants. This environment upholds the dignity and self-esteem of every child and young person, supporting their growth and success in artistic and performance pursuits. The Mackay Eisteddfod acknowledges that all children and young people have the right to be protected from sexual abuse, harm, and inappropriate behaviour. Their well-being and best interests are our highest priority.

The use of mobile recording devices, including videos and cameras, by audience members is not permitted. Capturing images of performers under the age of 18 may be unlawful. The Eisteddfod Committee reserves the right to photograph, record, film, broadcast, videotape, or post footage of any part of the Eisteddfod on our website or Facebook page. Photographs may be taken by the official photographer or the Eisteddfod Committee for promotional purposes. If the performer wishes to opt out of such photographs or recordings, please notify the Eisteddfod Office in writing prior to the event. Additionally, the names and photographs of competitors and/or winners may be published by the official photographer or the Eisteddfod Committee. If the performer does not wish for this to occur, please provide written notification to the Eisteddfod Office before the event begins.

All Eisteddfod Committee members and volunteers are required to hold a valid Blue Card in accordance with the guidelines set by the Commission for Children and Young People. The Secretary will verify, record, and maintain a register of all Blue Cards.

Furthermore, all staff and volunteers will receive training to ensure the effective implementation of policies and practices that promote the safety and wellbeing of children.

## **CHILD SAFETY, CODE OF CONDUCT**

*This Code of Conduct aims to promote the safety and well-being of children and to reduce the risk of child abuse or harm. It also provides guidance on recognising, preventing, and managing risky behaviours and situations effectively. The Code complements existing child protection legislation, event policies and procedures, as well as the professional standards and ethical guidelines relevant to Committee members, educators, parents, competitors, and volunteers.*

*All individuals involved in the organisation and conduct of the Mackay Eisteddfod are required to adhere to this Code of Conduct by observing the specified standards of appropriate behaviour. The principles outlined apply across all settings, including interactions with the audience, entrants, teachers, and parents, as well as during preparation, changeover periods, and performances.*

**MECC:** Dressing rooms will be allocated to Studios and Schools by the Committee. Studio's must be complying as a Child Safe Entity.

**Conference Centre:** Dance Studio and school teachers, staff, and volunteers are required to provide their own pop-up dressing rooms and are responsible for supervising and ensuring the safety of all their students and competitors. The Eisteddfod Committee will have officials overseeing the entry process. Access will be restricted to authorised Dance Studio teachers, staff, and volunteers only.

**Green Room:** Green Room and adjoining dressing rooms will be available for competitors to change costumes for some Drama events. Privacy screens will be erected in the Green Room to designate the area for Eisteddfod Officials.

### **Acceptable Behaviour**

- Uphold the Eisteddfod's event schedule, guiding principles, and commitments to child safety by strictly adhering to child safety policies. All competitors, educators, and families should be treated with respect within the performing venues and broader community.
- Respect all children, regardless of personal characteristics such as race, sex, gender identity, sexual orientation, language, religion, political beliefs, nationality, cultural background, financial circumstances, disability, or other attributes.
- Listen to and address the perspectives and concerns of stakeholders, particularly regarding issues of abuse or safety concerns involving children.
- Value and listen to children's voices, ensuring they are actively involved in shaping outcomes that affect them.
- Recognise, acknowledge, and respect the cultural diversity of students and families within the performing arts space. First Nations People should feel culturally safe, and child safety concerns must be managed with cultural sensitivity.
- Ensure that all choreography, performances, and costumes are appropriate for the relevant age group.
- Respond promptly and appropriately to any information relating to student protection and report such matters to the Mackay Eisteddfod executive committee in accordance with the organisation's complaints handling policy.

## ***Unacceptable Behaviour***

- Ignore or disregard any concerns, suspicions or disclosures of child abuse.
- Not reporting any concerns, child abuse or harm.
- All types of harassment and intimidation e.g. Cyber bullying/social media.
- Treat a child unfavourably due to their disability, race or culture.
- Verbally abusing/negative comments towards Eisteddfod performers, volunteers, venue staff, fellow competitors, teachers, parents, and supporters—including but not limited to derogatory comments, the use of profanity, accusations, and threats to physical, psychological, or emotional safety.
- Committee member entering change rooms without knocking and without another adult present.

## ***REPORTING***

Please report any allegations of child abuse or concerns related to child safety to the Mackay Executive Eisteddfod Committee. It is important to ensure that participants are safe and protected from harm as quickly as possible if there is a suspicion of child safety code of conduct.

Refer to the Complaints Handling Policy.

References:

Queensland Family & Child Commission

[Qfcc.qld.gov.au/childsafe](http://Qfcc.qld.gov.au/childsafe)

# MACKAY EISTEDDFOD

## COMPLAINTS HANDLING POLICY

### Purpose and Scope

The objective of this policy will describe the necessary steps, information and process to handling complaints. The stakeholders will be Mackay Eisteddfod Committee, Volunteers, Employees, Participants including Children and Adults and the wider community.

This policy works together and is linked to our **Code of Conduct**. Mackay Eisteddfod will operate under compliance guided by the 10 Child Safe Standards and The Universal Principle and Cultural Safety. (Child Safe Organisation Act - Child Protection Act 1999). The Standards aim to create environments that prioritise the safety and wellbeing of children. This Policy will describe the necessary steps, information and process to handling complaints.

This policy acknowledges that there are different types of complaints - **Personal Information, General misconduct or Child Safety**.

### Steps to Make a Complaint

1. **Identify the nature of your complaint:** Determine if it relates to personal information, general misconduct or child safety.
2. **Contact the Mackay Eisteddfod:**
  - Complaints can be submitted by email [office@mackayeisteddfod.org](mailto:office@mackayeisteddfod.org) or phone 0479 176 639 or by writing to Mackay Eisteddfod Office.
  - During the running of the Eisteddfod complaints/advice/support can be obtained in person by a Committee Member at the Eisteddfod Office located at the performance venue.
  - Please ensure you include your contact information ensuring accessibility to acknowledge and reply to complaint received.
3. **Provide Details:** Clearly explain your concerns and provide any supporting information. You will be instructed whether to put in writing. Please note if it is a Child Safety Report it will be mandated to Report to Police (CPIU).
4. **Confidentiality and Privacy:** Your complaint will be dealt with by the Executive Committee of the Mackay Eisteddfod. All matters will be discussed in a manner complying with obligations regarding confidentiality and privacy. This applies to all parties involved. Support for all.
5. **Follow Up:** Once complaint is lodge it must be communicated to the President or member of Eisteddfod Executive Committee immediately.

If your complaint necessitates a formal investigation, the Mackay Eisteddfod Committee Executive (President) along with another Executive member will oversee and coordinate the resolution process. Please note that the specific steps may vary depending on the nature of the matter. All proceedings will be conducted in a confidential manner.

For serious matters, the Eisteddfod Executive may investigate the allegations and take appropriate action. For Child Safety issues as per **Code of Conduct** the complaint will be forwarded to the relevant regulatory requirements to investigate e.g. Police (CPIU), Child Safely, Family and Child Connect, Queensland Aboriginal and Torres Strait Islander Child Protection Peak (QATSICPP)

6. **Response:** A response will be provided in a timely manner – 24 hours.  
Offering support to the child or young person, the parents or carers, the person who reports.  
**Outcomes:** Investigation completed, outcome decided, relevant stakeholders notified of outcome, disciplinary action taken if required and Report if mandated as per Child Protection guidelines.
7. **Enforcement:** Misconduct like violence or bullying can lead to disqualification or the right to compete at future Eisteddfod's.
8. **Record Keeping:** Mackay Eisteddfod is committed to making and keeping full and accurate records about all child-related complaints or safety concerns.

(This document will be available on the Mackay Eisteddfod Website to allow access to all our community)