

# **Baboró**

**International Arts  
Festival for Children**

**Baboró International Arts Festival for Children  
Child Protection Policy**

### **Child Protection Policy Statement**

Baboró are committed to a child-centred approach to our work with children and young people. We undertake to provide a safe environment and experience, where the welfare of the child/young person is paramount. We will adhere to the recommendations of *Children First Act 2015*, and the *Children First: National Guidance*, and Tusla's *Child Safeguarding: A Guide for Policy, Procedure and Practice*.

We have implemented procedures covering:

- Code of behaviour for all staff – whether permanent staff, volunteers, facilitators or interns;
- Reporting of suspected or disclosed abuse;
- Confidentiality;
- Recruiting and selecting staff;
- Managing and supervising staff;
- Circulating information to staff, primary carers and participants;
- Allegations of misconduct or abuse by staff;
- Complaints and comments;
- Incidents and accidents.

This policy will be reviewed annually at the Board of Directors yearly review meeting and at least two months prior to annual festival event.



[Signed by Designated Person]

Date: 01-09-2021

## **Code of Behaviour for Staff**

### **A Child Centred Approach**

- Treat all children and young people equally.
- Listen to and respect children and young people.
- Create an atmosphere of trust.
- Involve children and young people in decision-making as appropriate.
- Provide encouragement, support and praise (based on effort rather than achievement).
- Use appropriate language (physical and verbal).
- Offer constructive criticism when needed.
- Treat all children and young people as individuals.
- Respect differences of ability, culture, belief, ethnicity and sexual orientation.
- Respect a child's or young person's personal space.
- Discuss boundaries on behaviour and related sanctions, as appropriate, with children, young people and their primary carers.
- Encourage feedback from groups and individuals.
- Use age-appropriate teaching aids and materials.
- Be aware of a child's or young person's other commitments when scheduling activities. Be cognisant of a child's or young person's limitation.

### **Code of Practice**

- Make parents or carers, children and young people aware of our Child Protection Policy.
- Record any incidents and accidents and inform parents or carers promptly.
- Report any child protection or welfare concerns to Tusla or An Garda Síochána (out of hours or in an emergency).
- Have emergency procedures in place e.g., medical assistance, fire safety, etc.
- If working within another organisation (as a contractor) agree a code of practice and how child protection procedures will be managed.
- When working with groups ensure proper supervision and ratios of adults to children depending on age, ability and activities involved.
- Work in an open and transparent manner – letting children, young people and parents know the structure and content of your programmes.
- Plan and be sufficiently prepared, both mentally and physically for your activity.
- Evaluate work practices on a regular basis.
- Observe appropriate dress and behaviour.
- Maintain awareness around language and comments made. If you think that something you said may have caused offence or upset, then try to address it in a sensitive manner as soon as possible.
- Address any difficulties or issues promptly, and keep a written record of issues discussed, agreements reached, names of those involved and dates, as appropriate.
- Maintain open communication with all parties, and invite feedback including comments or complaints.

### **Inappropriate Behaviours**

- Avoid spending excessive amounts of time alone with children/young people;
- Don't use or allow offensive or sexually suggestive physical and/or verbal language.
- Don't single out a particular child/young person for unfair favouritism, criticism, ridicule, or unwelcome focus or attention;

- Don't allow/engage in inappropriate touching of any form;
- Don't hit or physically chastise children/young people;
- Don't socialise inappropriately with children/young people, e.g., outside of structured organisational activities.

### **Physical contact**

- Seek consent of child/young person in relation to physical contact (except in an emergency or a dangerous situation);
- Avoid horseplay or inappropriate touch;
- Check with children/young people about their level of comfort when doing touch exercises;
- Health and safety;
- Don't leave children unattended or unsupervised;
- Manage any dangerous materials;
- Provide a safe environment;
- Be aware of accident procedure and follow accordingly.

### **Special Needs**

- Review Baboró special needs information on taking care to kindly address seating requirements.
- Be aware of the requirements of 'Relaxed Performances'.  
A relaxed performance is aimed specifically at parents or teachers who may have concerns about bringing their child/children to a public event for a variety of reasons. They may find it difficult to be still and/or silent for the duration of a performance. They may have concerns about the space – darkness/noise etc. They may need regular reinforcement in the form of food/drink etc. Their behaviour may be unpredictable.

These performances are presented in a supportive atmosphere and reduce any discomfort or anxiety children or parents may have surrounding the theatre experience. Children, parents, teachers and carers can enjoy the experience knowing that:

- The performances selected have visual delights or music and usually include humour.
- If children are uncomfortable and need a break they can go out and return when they are ready.
- If children require snacks to be available to eat they will be allowed to do so. We do ask that the snacks are not wrapped in noisy paper.
- It is not essential that the children are absolutely silent throughout the performance.
- These performances are open to everyone.

The aim of this programme is to provide a comfortable and relaxed space for children to enjoy the show, and in turn to provide a stress-free environment for the audience.

- Always greet the teachers to see if there is anything you need to know about any child in order to be of service.

### **Online Performances**

- Children must be supervised by parent while attending online performance.

- Representative from Baboró will also attend the event.
- Set meetings to have passwords; passwords/login info can be sent to participants just before performance.
- Set meetings to have waiting room so people can only join once accepted by host.
- Set screen sharing to settings so that only host can share.
- 'Lock' Zoom meeting once all participants have joined.
- Ensure host knows how to remove participants.
- Ensure child knows when they are being recorded.

## **CODES OF PRACTICE FOR ALL STAFF**

Baboró – International Arts Festival for Children is a child-focused organisation.

Our mission is to facilitate children explore the wonder of their world through the magic of creative expression. Fundamental to this is creating an experience where children who participate in any aspect of Baboró are treated with respect and care and where their emotional, physical and mental safety is paramount. We want our audience to enjoy their experience from the moment they receive a Baboró programme or are told about a workshop to the moment they walk out of a theatre or workshop space after engaging in a Baboró event. Their Baboró experience is not just about the show they see or the workshop they engage in, it is also about how they are treated, cared for and respected by all members of the Baboró staff they come in contact with from box-office, to venue, to performers, to workshop facilitators. These underlying principals operate when dealing with any member of the public on behalf of Baboró.

- **Be polite, pleasant and helpful**  
Always treat the public with courtesy (no matter what age they are). You are the front line of the Festival and in your professional capacity represent the public face of Baboró. Never be abrupt, short or rude to the public even if you think the person to be wrong. If necessary bring their attention to written policy notes regarding late arrivals, sold out shows, cancelled shows, delayed shows and age requirements.
- **Be firm (but polite)**  
You have a job to do. For example, if you have to ask someone to keep an aisle clear, remember you are doing it for the safety of all and must ensure that it is kept clear
- **Be aware**  
Know where all the fire exits and extinguishers are located and know the fire drill. Exits are to be kept clear and all staff at the venue made aware to check exits.
- **Do not argue with any member of the public.**  
If there is a complaint regarding a situation you are not in authority to solve at the time, advise the complainant that they may make a formal complaint by phone to 091 562667 (Baboró general office) or in writing to Baboró, 2nd Floor, Augustine Court, Augustine Street, Galway or admin@baboro.ie.
- **Do not smoke or curse in front of the public. Neat Dress Required.**
- **Alcohol/Unprescribed Drugs**

Consumption of alcohol/unprescribed drugs is not allowed either immediately prior to or when on duty for Baboró. If there is evidence that this has been the case e.g. breath smells of alcohol then you will be relieved of your duties immediately.

- **Be on time**  
Punctuality on everyone's part is vital to the smooth running of the event. Staff should arrive one hour prior to performance time.
- **Wear your staff identification**  
While on duty, please wear the identification and T-shirt the management will give you. This will help the public identify you as a Baboró staff member and someone who can help them.
- **Be vigilant**  
Be aware of what is going on around you. Report any incident no matter how minor.
- **Know the shows**  
Know how long the shows are and what time they will be over. If during the public performances, parents are collecting children, please advise them to be at the venue 10 minutes before the end of the event. Liaise with the performance company's stage manager / production manager to ensure you are aware of any delays affecting the start time of a show in order to inform parents of a later collection time.
- **Staff must carry a copy of the Baboró Programme at all times**  
Just in case people have queries on other shows or workshops, carry a copy of the brochure with you for easy reference. Know the venue locations. There is a map in the programme.
- **Baboró staff are not responsible for caring for children on behalf of their parents, guardians or teachers.**  
Only children over ten should be attending unaccompanied by an adult. Take cognisance of Child Protection Guidelines as outlined in your training.
- **Children**  
Groups of children on a day out of school can be more high-spirited than usual. If children are disrupting performances or carrying out activities, which could result in a dangerous situation for themselves or others, do not shout directions at children or make any physical contact. Inform their teacher / guardian and if necessary ask them to leave the auditorium. Always remain calm, polite and professional.
- **Food and beverage consumption**  
Food and beverage consumption is not allowed in any of the festival venues. Remind teachers and parents of this as they enter the venue lobby and ask them to instruct the children in their care to put away the food out of reach, for example in a closed school bag. If it is not, confiscate it. Please note that an exception may be made in the case of those attending Relaxed Performances.
- **Mobile Phones**

Staff must always ensure their mobile phones are completely turned off when attending any performance. Public should be reminded to switch their phones off during the public announcement.

- **First Aid**

If any child or member of the public requires first aid, please bring them to the attention of the Front of House Manager.

## **POLICY DOCUMENTS**

### **Age Requirements**

Age guidelines are listed with each production in the Festival Programme.

Please respect guidelines listed by the performers and the festival, which are aimed to ensure that your child is attending an age appropriate performance.

Please note that children under 10 may not attend a performance unless accompanied by an adult

### **Maximum Capacity**

A maximum capacity has been allocated for each performance.

This has been decided taking into account health and safety and guidelines from the performing companies to retain optimal viewing experience for attending audiences.

Our staff are not authorised to allow additional patrons into the auditorium, please do not ask them to do so as refusal may offend.

### **Food & Drink**

Please note that no food or drink is allowed during any performance at Baboró, with the exception of Relaxed Performances.

Please respect this policy, which has been agreed in order to ensure that patrons are allowed to view performances without any disturbances.

### **Disturbances**

Please note that it is Baboró policy to advise our Stewards / Front of House Managers to remove from the auditorium any individual or group who is seen to create unnecessary disturbance during a Festival performance.

We ask that you please cooperate with the staff member should this situation arise.

Please note no refunds will be provided in this instance. This does not affect your statutory rights.

### **Special Needs**

Please note it is Festival Policy to, in so far as possible, allow patrons with special needs to gain entry to the auditorium in advance of other patrons if this is the course of actions most suitable for ease of access for the patron(s).

We kindly ask that where possible, any special needs or seating requirements are made known to us at the time of booking.

### **Emergency Announcement**

Please see below general Emergency Announcement. Please note that the emergency announcement for each venue should be used as appropriate:

“Ladies and gentlemen due to emergency circumstances that have arisen it will not be possible to continue today’s event and you are requested to leave the viewing area as calmly and quietly as possible by your nearest exit. Please follow the direction of staff members.”

### **Pre-Show Announcement**

The announcement may be adjusted to suit Age profile, but the following three main points must be included and made clearly:

“Welcome to Baboró  
(For Schools) If you have a backpack please put it under your seat.

Please note your nearest exit... in case of an Emergency, the exits are... (LIST LOCATIONS)

Please remember that no food or drink is allowed in the auditorium.

And finally please remember to turn off all your mobile phones

.... Thank you - now sit back, relax and enjoy the show!”

### **Duties of Stewards**

- Stewards report to the Front of House Managers to get their opening and closing assignments.
- Stewards must make themselves aware of their responsibilities in relation to the Health Safety and welfare of participants and the public. In particular stewards must note the location of people with mobility difficulties or special needs that may require attention in the event of an emergency.



- Stewards must carry out pre event checks of their allotted area to ensure that there are no hazards that may cause injury to participants or the public. When hazards are identified, they will be brought to the attention of the Event Safety Officer via the Venue Manager.
- Stewards will familiarise themselves with the event layout to enable them give information to the public. In particular they will note the location of First Aid Posts and Toilet Facilities.
- Stewards will go out to greet and welcome arriving school groups. They will guide the groups and teachers/guardians to the venue. Please note that it is the responsibility of accompanying teachers/guardians to keep children safe on the streets.
- Stewards will take the group to an area in the venue prior to a performance where the children can wait. Please remember to ask the teacher to check in with the Front of House Manager.
- Stewards will monitor crowd conditions to ensure the safe dispersal of crowds and prevent overcrowding. In particular they will take note of an individual or family who may be attending the same show as a school group to ensure they are not caught up in the crowd.
- Stewards will ensure that all walkways are clear within the auditoria.
- Stewards will seat the children row-by-row and class-by-class.
- Stewards will take responsibility for keeping the audience from disrupting the performance.
- Stewards will be aware of the actions to be taken in the event of an emergency.
- Stewards will not consume alcohol or drugs prior to or while on duty.
- Stewards will be courteous and calm towards participants and members of the public.

### **Designated Person and Mandated Person for Baboró**

Jennifer Ahern, Producer (091 562667 or 087 6228750) has been designated as the person to contact if you have an issue or concern about any aspect of a child's or young person's safety and welfare. It is the responsibility of this person to support and advise staff about policy and procedures in relation to child protection and to ensure that procedures are followed. It is also the responsibility of the Designated Person to liaise with Tusla or Gardai where appropriate.

Jennifer is also the Mandated Person. Mandated persons have two main legal obligations under the Children First Act 2015. These are:

1. To report the harm of children above a defined threshold to Tusla;
2. To assist Tusla, if requested, in assessing a concern which has been the subject of a mandated report.

Aislinn O'hEocha, Executive Artistic Director (091 562667 or 087 2215424) has been designated as the deputy.

Baboró has an incident book that is kept in the festival office located at Hynes Building, St Clares Walk, Merchants Road, Galway (091 562 667).

Section 14(1) of the Children First Act 2015 states:

'...where a mandated person knows, believes or has reasonable grounds to suspect, on the basis of information that he or she has received, acquired or becomes aware of in the course of his or her employment or profession as such a mandated person, that a child–

- (a) has been harmed,
- (b) is being harmed, or
- (c) is at risk of being harmed,

he or she shall, as soon as practicable, report that knowledge, belief or suspicion, as the case may be, to the Agency.'

Section 14(2) of the Children First Act 2015 also places obligations on mandated persons to report any disclosures made by a child:

'Where a child believes that he or she–

- (a) has been harmed,
- (b) is being harmed, or
- (c) is at risk of being harmed,

and discloses this belief to a mandated person in the course of a mandated person's employment or profession as such a person, the mandated person shall, ... as soon as practicable, report that disclosure to the Agency.'

Section 2 of the Children First Act 2015 defines harm as follows: 'harm means in relation to a child–

- (a) assault, ill-treatment or neglect of the child in a manner that seriously affects, or is likely to seriously affect the child's health, development or welfare, or,
- (b) sexual abuse of the child.'

### **Reporting Procedures**

Reporting procedures for matters relating to a child/young person's safety and welfare. Incident book is on file in the Baboró office on Merchants Road. This book is stored securely and confidentiality will be maintained.

### **Reporting a Concern about a Child**

Tusla will always be informed if there are reasonable grounds for concern that a child may have been, is being, or is at risk of being abused or neglected.

The concern will be reported in person, by telephone or in writing — including by email — to the local social work duty service in the area where the child lives.

The information given will include:

- The child's name, address and age
- Names and addresses of parents or guardians
- Names, if known, of who is allegedly harming the child or not caring for them appropriately
- A detailed account of your grounds for concern (e.g. details of the allegation, dates of incidents, and description of injuries)
- Names of other children in the household
- Name of school the child attends
- The name of the person reporting, contact details and relationship to the child

### **Dealing with a retrospective allegation**

Some adults may disclose abuse that took place during their childhood. If you have a reasonable concern about past abuse, where information came to your attention before the Act and there is a possible continuing risk to children, it should be reported to Tusla.

### **Types of child abuse and how they may be recognised**

Child abuse can be categorised into four different types: neglect, emotional abuse, physical abuse and sexual abuse. A child may be subjected to one or more forms of abuse at any given time. Abuse and neglect can occur within the family, in the community or in an institutional setting. The abuser may be someone known to the child or a stranger, and can be an adult or another child. In a situation where abuse is alleged to have been carried out by another child, you should consider it a child welfare and protection issue for both children and you should follow child protection procedures for both the victim and the alleged abuser.

The important factor in deciding whether the behaviour is abuse or neglect is the impact of that behaviour on the child rather than the intention of the parent/carer.

The definitions of neglect and abuse presented in this section are not legal definitions. They are intended to describe ways in which a child might experience abuse and how this abuse may be recognised.

#### **1. Neglect**

Child neglect is the most frequently reported category of abuse, both in Ireland and internationally. Ongoing chronic neglect is recognised as being extremely harmful to the development and well-being of the child and may have serious long-term negative consequences.

Neglect occurs when a child does not receive adequate care or supervision to the extent that the child is harmed physically or developmentally. It is generally defined in terms of an omission of care, where a child's health, development or welfare is impaired by being deprived of food, clothing, warmth, hygiene, medical care, intellectual stimulation or supervision and safety. Emotional neglect may also lead to the child having attachment difficulties. The extent of the damage to the child's health, development or welfare is influenced by a range of factors. These factors include the extent, if any, of positive influence in the child's life as well as the age of the child and the frequency and consistency of neglect.

Neglect is associated with poverty but not necessarily caused by it. It is strongly linked to parental substance misuse, domestic violence, and parental mental illness and disability. A reasonable concern for the child's welfare would exist when neglect becomes typical of the relationship between the child and the parent or carer. This may become apparent

where you see the child over a period of time, or the effects of neglect may be obvious based on having seen the child once.

The following are features of child neglect:

- Children being left alone without adequate care and supervision
- Malnourishment, lacking food, unsuitable food or erratic feeding
- Non-organic failure to thrive, i.e. a child not gaining weight due not only to malnutrition but also emotional deprivation
- Failure to provide adequate care for the child's medical and developmental needs, including intellectual stimulation
- Inadequate living conditions – unhygienic conditions, environmental issues, including lack of adequate heating and furniture
- Lack of adequate clothing
- Inattention to basic hygiene
- Lack of protection and exposure to danger, including moral danger, or lack of supervision appropriate to the child's age
- Persistent failure to attend school
- Abandonment or desertion

## **2. Emotional abuse**

Emotional abuse is the systematic emotional or psychological ill-treatment of a child as part of the overall relationship between a caregiver and a child.

Once-off and occasional difficulties between a parent/carer and child are not considered emotional abuse. Abuse occurs when a child's basic need for attention, affection, approval, consistency and security are not met, due to incapacity or indifference from their parent or caregiver. Emotional abuse can also occur when adults responsible for taking care of children are unaware of and unable (for a range of reasons) to meet their children's emotional and developmental needs. Emotional abuse is not easy to recognise because the effects are not easily seen.

A reasonable concern for the child's welfare would exist when the behavior becomes typical of the relationship between the child and the parent or carer.

Emotional abuse may be seen in some of the following ways:

- Rejection
- Lack of comfort and love
- Lack of attachment
- Lack of proper stimulation (e.g. fun and play)
- Lack of continuity of care (e.g. frequent moves, particularly unplanned)
- Continuous lack of praise and encouragement
- Persistent criticism, sarcasm, hostility or blaming of the child
- Bullying
- Conditional parenting in which care or affection of a child depends on his or her behaviours or actions
- Extreme overprotectiveness
- Inappropriate non-physical punishment (e.g. locking child in bedroom)
- Ongoing family conflicts and family violence
- Seriously inappropriate expectations of a child relative to his/her age and stage of development

There may be no physical signs of emotional abuse unless it occurs with another type of abuse. A child may show signs of emotional abuse through their actions or emotions in

several ways. These include insecure attachment, unhappiness, low self-esteem, educational and developmental underachievement, risk taking and aggressive behaviour. It should be noted that no one indicator is conclusive evidence of emotional abuse. Emotional abuse is more likely to impact negatively on a child where it is persistent over time and where there is a lack of other protective factors.

### **3. Physical abuse**

Physical abuse is when someone deliberately hurts a child physically or puts them at risk of being physically hurt. It may occur as a single incident or as a pattern of incidents. A reasonable concern exists where the child's health and/ or development is, may be, or has been damaged as a result of suspected physical abuse.

Physical abuse can include the following:

- Physical punishment
- Beating, slapping, hitting or kicking
- Pushing, shaking or throwing
- Pinching, biting, choking or hair-pulling
- Use of excessive force in handling
- Deliberate poisoning
- Suffocation
- Fabricated/induced illness
- Female genital mutilation

The Children First Act 2015 includes a provision that abolishes the common law defence of reasonable chastisement in court proceedings. This defence could previously be invoked by a parent or other person in authority who physically disciplined a child. The change in the legislation now means that in prosecutions relating to assault or physical cruelty, a person who administers such punishment to a child cannot rely on the defence of reasonable chastisement in the legal proceedings. The result of this is that the protections in law relating to assault now apply to a child in the same way as they do to an adult.

### **4. Sexual abuse**

Sexual abuse occurs when a child is used by another person for his or her gratification or arousal, or for that of others. It includes the child being involved in sexual acts (masturbation, fondling, oral or penetrative sex) or exposing the child to sexual activity directly or through pornography.

Child sexual abuse may cover a wide spectrum of abusive activities. It rarely involves just a single incident and in some instances occurs over a number of years. Child sexual abuse most commonly happens within the family, including older siblings and extended family members.

Cases of sexual abuse mainly come to light through disclosure by the child or his or her siblings/friends, from the suspicions of an adult, and/or by physical symptoms.

Examples of child sexual abuse include the following:

- Any sexual act intentionally performed in the presence of a child
- An invitation to sexual touching or intentional touching or molesting of a child's body whether by a person or object for the purpose of sexual arousal or gratification
- Masturbation in the presence of a child or the involvement of a child in an act of masturbation
- Sexual intercourse with a child, whether oral, vaginal or anal
- Sexual exploitation of a child, which includes:

- Inviting, inducing or coercing a child to engage in prostitution or the production of child pornography [for example, exhibition, modelling or posing for the purpose of sexual arousal, gratification or sexual act, including its recording (on film, videotape or other media) or the manipulation, for those purposes, of an image by computer or other means]
- Inviting, coercing or inducing a child to participate in, or to observe, any sexual, indecent or obscene act
- Showing sexually explicit material to children, which is often a feature of the 'grooming' process by perpetrators of abuse
- Exposing a child to inappropriate or abusive material through information and communication technology
- Consensual sexual activity involving an adult and an underage person

An Garda Síochána will deal with any criminal aspects of a sexual abuse case under the relevant criminal justice legislation. The prosecution of a sexual offence against a child will be considered within the wider objective of child welfare and protection. The safety of the child is paramount and at no stage should a child's safety be compromised because of concern for the integrity of a criminal investigation.

In relation to child sexual abuse, it should be noted that in criminal law the age of consent to sexual intercourse is 17 years for both boys and girls. Any sexual relationship where one or both parties are under the age of 17 is illegal. However, it may not necessarily be regarded as child sexual abuse.

#### **Circumstances which may make children more vulnerable to harm**

Some children may be more vulnerable to abuse than others. Also, there may be particular times or circumstances when a child may be more vulnerable to abuse in their lives. In particular, children with disabilities, children with communication difficulties, children in care or living away from home, or children with a parent or parents with problems in their own lives may be more susceptible to harm.

The following list is intended to help you identify the range of issues in a child's life that may place them at greater risk of abuse or neglect. It is important for you to remember that the presence of any of these factors does not necessarily mean that a child in those circumstances or settings is being abused.

- Parent or carer factors:
  - Drug and alcohol misuse
  - Addiction, including gambling
  - Mental health issues
  - Parental disability issues, including learning or intellectual disability
  - Conflictual relationships
  - Domestic violence
  - Adolescent parents
- Child factors
  - Age
  - Gender
  - Sexuality
  - Disability
  - Mental health issues, including self-harm and suicide
  - Communication difficulties
  - Trafficked/Exploited
  - Previous abuse

- Young carer
- Community factors:
  - Cultural, ethnic, religious or faith-based norms in the family or community which may not meet the standards of child welfare or protection required in this jurisdiction
  - Culture-specific practices, including:
    - Female genital mutilation
    - Forced marriage
    - Honour-based violence
    - Radicalisation
- Environmental factors:
  - Housing issues
  - Children who are out of home and not living with their parents, whether temporarily or permanently
  - Poverty/Begging
  - Bullying
  - Internet and social media-related concerns
- Poor motivation or willingness of parents/guardians to engage:
  - Non-attendance at appointments
  - Lack of insight or understanding of how the child is being affected
  - Lack of understanding about what needs to happen to bring about change
  - Avoidance of contact and reluctance to work with services
  - Inability or unwillingness to comply with agreed plans

You should consider these factors as part of being alert to the possibility that a child may be at risk of suffering abuse and in bringing reasonable concerns to the attention of Tusla.

### **Bullying**

It is recognised that bullying affects the lives of an increasing number of children and can be the cause of genuine concerns about a child's welfare.

Bullying can be defined as repeated aggression – whether it is verbal, psychological or physical – that is conducted by an individual or group against others. It is behaviour that is intentionally aggravating and intimidating, and occurs mainly among children in social environments such as schools. It includes behaviours such as physical aggression, cyberbullying, damage to property, intimidation, isolation/exclusion, name calling, malicious gossip and extortion. Bullying can also take the form of abuse based on gender identity, sexual preference, race, ethnicity and religious factors. With developments in modern technology, children can also be the victims of non-contact bullying, via mobile phones, the internet and other personal devices.

While bullying can happen to any child, some may be more vulnerable. These include: children with disabilities or special educational needs; those from ethnic minority and migrant groups; from the Traveller community; lesbian, gay, bisexual or transgender (LGBT) children and those perceived to be LGBT; and children of minority religious faiths.

There can be an increased vulnerability to bullying among children with special educational needs. This is particularly so among those who do not understand social cues and/or have difficulty communicating. Some children with complex needs may lack understanding of social situations and therefore trust everyone implicitly. Such children may be more vulnerable because they do not have the same social skills or capacity as others to recognise and defend themselves against bullying behaviour.

Bullying in schools is a particular problem due to the fact that children spend a significant portion of their time there and are in large social groups. In the first instance, the school authorities are responsible for dealing with such bullying.

In cases of serious instances of bullying where the behaviour is regarded as possibly abusive, you may need to make a referral to Tusla and/or An Garda Síochána.

### **Criteria for reporting: definitions and thresholds**

The mandated person is required, under the legislation to report any knowledge, belief or reasonable suspicion that a child has been harmed, is being harmed, or is at risk of being harmed. The Act defines harm as assault, ill-treatment, neglect or sexual abuse, and covers single and multiple instances. The threshold of harm for each category of abuse at which mandated persons have a legal obligation to report concerns is outlined below.

If you are in doubt about whether your concern reaches the legal definition of harm for making a mandated report, Tusla can provide advice in this regard. You can find details of who to contact to discuss your concern on the Tusla website ([www.tusla.ie](http://www.tusla.ie)). If your concern does not reach the threshold for mandated reporting, but you feel it is a reasonable concern about the welfare or protection of a child, you should report it to Tusla under this Guidance.

#### **Neglect**

Neglect is defined as ‘to deprive a child of adequate food, warmth, clothing, hygiene, supervision, safety or medical care’. The threshold of harm, at which you must report to Tusla under the Children First Act 2015, is reached when you know, believe or have reasonable grounds to suspect that a child’s needs have been neglected, are being neglected, or are at risk of being neglected to the point where the child’s health, development or welfare have been or are being seriously affected, or are likely to be seriously affected.

#### **Emotional Abuse/ill-treatment**

Ill-treatment is defined as ‘to abandon or cruelly treat the child, or to cause or procure or allow the child to be abandoned or cruelly treated’. Emotional abuse is covered in the definition of ill-treatment used in the Children First Act 2015.

The threshold of harm, at which you must report to Tusla under the Children First Act 2015, is reached when you know, believe or have reasonable grounds to suspect that a child has been, is being, or is at risk of being ill-treated to the point where the child’s health, development or welfare have been or are being seriously affected, or are likely to be seriously affected.

#### **Physical Abuse**

Physical abuse is covered in the references to assault in the Children First Act 2015. The threshold of harm, at which you must report to Tusla under the Children First Act 2015, is reached when you know, believe or have reasonable grounds to suspect that a child has been, is being, or is at risk of being assaulted and that as a result the child’s health, development or welfare have been or are being seriously affected, or are likely to be seriously affected.

#### **Sexual Abuse**

If the mandated person knows, believes or has reasonable grounds to suspect that a child has been, is being, or is at risk of being sexually abused, they must report this to Tusla under the Children First Act 2015.

Sexual abuse to be reported under the Children First Act 2015 [as amended by section 55 of the Criminal Law (Sexual Offences) Act 2017] is defined as an offence against the child, as listed in Schedule 3 of the Children First Act 2015.



### **Disclosures of abuse from a child**

If the mandated person receives a disclosure of harm from a child, which is above the thresholds set out above, they must make a mandated report of the concern to Tusla. The mandated person is not required to judge the truth of the claims or the credibility of the child. If the concern does not meet the threshold to be reported as a mandated concern it should be reported to Tusla as a reasonable concern under this Guidance.

If you receive a disclosure of harm from a child, you may feel reluctant to report this for a number of reasons. For example, the child may say that they do not want the disclosure to be reported, or you may take the view that the child is now safe and that the involvement of Tusla may not be desired by either the child or their family. However, you need to inform Tusla of all risks to children above the threshold, as the removal of a risk to one child does not necessarily mean that there are no other children at risk. The information contained in a disclosure may be critical to Tusla's assessment of risk to another child either now or in the future.

You should deal with disclosures of abuse sensitively and professionally. The following approach is suggested as best practice for dealing with these disclosures.

- React calmly
- Listen carefully and attentively
- Take the child seriously
- Reassure the child that they have taken the right action in talking to you
- Do not promise to keep anything secret
- Ask questions for clarification only. Do not ask leading questions
- Check back with the child that what you have heard is correct and understood
- Do not express any opinions about the alleged abuser
- Ensure that the child understands the procedures that will follow
- Make a written record of the conversation as soon as possible, in as much detail as possible
- Treat the information confidentially, subject to the requirements of this Guidance and legislation

### **REASONABLE GROUNDS FOR CONCERN**

Reasonable grounds for a child protection or welfare concern include:

- Evidence, for example an injury or behaviour, that is consistent with abuse and is unlikely to have been caused in any other way
- Any concern about possible sexual abuse
- Consistent signs that a child is suffering from emotional or physical neglect
- A child saying or indicating by other means that he or she has been abused
- Admission or indication by an adult or a child of an alleged abuse they committed
- An account from a person who saw the child being abused

The guiding principles on reporting child abuse or neglect may be summarized as follows:

1. The safety and well-being of the child must take priority over concerns about adults against whom an allegation may be made
2. Reports of concerns should be made without delay to Tusla

### **Recruitment and Selection Policy Statement**

We will ensure that staff are carefully selected, trained and supervised to provide a safe environment for all children and young people, by observing the following principles:

- Roles and responsibilities will be clearly defined for every job (paid or voluntary);
- Posts will be advertised widely;
- We will endeavour to select the most suitably qualified personnel;
- Candidates will be asked to sign a declaration form;
- At least two written references that are recent, relevant, independent and verbally confirmed will be necessary;
- No person who would be deemed to constitute a 'risk' will be employed;
- Some of the exclusions would include:
  - any child-related convictions;
  - refusal to sign application form and declaration form;
  - insufficient documentary evidence of identification;
  - concealing information on one's suitability to working with children.
- All staff will be required to consent to Garda clearance, and where available, this will be sought.
- Garda vetting will be carried out where appropriate.

Under Part 1, Section 3 (1)(c) of the *National Vetting Bureau (Children and Vulnerable Persons) Act 2012* it states that the "Act shall not apply to any of the following...

(c) the giving of assistance by an individual –

(i) on an occasional basis, and

(ii) for no commercial consideration

at a school, sports or community event or activity, other than where such assistance includes the coaching, mentoring, counselling, teaching or training of children or vulnerable persons."

<http://www.irishstatutebook.ie/eli/2012/act/47/enacted/en/print#sec3>

### **Staff Management and Policy Statement**

To protect both staff (paid and voluntary) and children/young people, we undertake that:

New staff will:

- Take part in a mandatory induction training session;
- Be made aware of the organisation's code of conduct, child protection procedures, and the identity and role of who has been designated to deal with issues of concern;
- Undergo a probationary or trial period.

All staff will:

- Receive an adequate level of supervision and review of their work practices;
- Be expected to have read and signed the Child Protection Policy Statement;
- Be provided with child protection training.

## **Involvement of Primary Carers**

### **Policy statement on the involvement of primary carers**

We are committed to being open with all primary carers.

We undertake to:

- Advise primary carers of our child protection policy;
- Inform primary carers and schools of all activities and potential activities;
- Issue contact/consent forms where relevant;
- Comply with health and safety practices;
- Operate child-centred policies in accordance with best practice;
- Adhere to our recruitment guidelines;
- Ensure as far as possible that the activities are age-appropriate;
- Encourage and facilitate the involvement of parent(s), carer(s) or responsible adult(s), where appropriate.

If we have concerns about the welfare of the child/young person, we will:

- Respond to the needs of the child or young person;
- Inform the primary carers on an on-going basis unless this action puts the child or young person at further risk;
- Where there are child protection and welfare concerns we are obliged to pass these on to the Duty Social Worker and, in an emergency, the Gardaí;
- In the event of a complaint against a member of staff, we will immediately ensure the safety of the child/young person and inform primary carers as appropriate.

As a child-centred organisation, we are committed to putting the interest of the child/young person first. To that end we will:

- Contact local Health Service Executive and Gardaí where there is a child protection welfare concern;
- Encourage primary carers to work in partnership with us under the guidelines set out by our organisation to ensure the safety of their children;
- Have a designated contact person available for consultation with primary carers in the case of any concern over a child or young person's welfare.

### **Dealing with allegations against staff**

Notes:

- In the event of allegations being made against an employee (staff or voluntary), the protection of the child/young person is the first and paramount consideration.
- The organisation has a dual responsibility in respect of both the child/young person and employee.
- The same person must not have responsibility for dealing with the child/young person welfare issues and the staff employment issues.
- An allegation against an employee should be assessed promptly and carefully. If reasonable grounds for concern exist, a formal report to Tusla should be made.

### **Allegation Procedures**

1. In respect of the child/young person Jennifer Ahern will deal with issues related to the child/young person.
  2. In respect of the person against whom the allegation is made Jennifer Ahern will deal with issues related to the staff member.
- The first priority is to ensure that no child or young person is exposed to unnecessary risk;
  - If allegations are made against the Designated Person, then the Deputy Designated Person should be contacted;
  - The reporting procedures outlined in these guidelines should be followed. Both the primary carers and child/young person should be informed of actions planned and taken. The child/young person should be dealt with in an age-appropriate manner;
  - The staff member will be informed as soon as possible
    - of the nature of the allegation;
    - the staff member should be given the opportunity to respond;
  - The chairperson/head of the organisation should be informed as soon as possible;
  - Any action following an allegation of abuse against an employee should be taken in consultation with Tusla and Gardaí;
  - After consultation, the chairperson/head of organisation should advise the person accused and agreed procedures will be followed.

### **Dealing with allegations against staff**

Notes:

- In the event of allegations being made against an employee (staff or voluntary), the protection of the child/young person is the first and paramount consideration.
- The organisation has a dual responsibility in respect of both the child/young person and employee.
- The same person must not have responsibility for dealing with the child/young person welfare issues and the staff employment issues.
- An allegation against an employee should be assessed promptly and carefully. If reasonable grounds for concern exist, a formal report to the Health Service Executive should be made.

### **Complaints and Comments Procedures**

A complaints and comments procedure include the following:

In the event of complaints or comments:

- Complaints or comments will be responded to within 3 weeks;
- Jennifer Ahern has responsibility for directing complaints/comments to the appropriate person;
- Verbal complaints will be logged and responded to.

### **Accidents procedure**

- External organisations with whom your organisation has dealings must provide proof that they have public liability insurance;
- First-aid boxes available and regularly re-stocked;
- The location of the first-aid box(es) must be made known to staff;
- Availability of first-aid should be in accordance with the organisation's Health and Safety guidelines. The location of accident/incident books must be made known to staff;

- Children and young people must be advised of risks of dangerous material;
- Record details of risky equipment used and take steps to minimise risk;
- Take cognisance of responsibility for first-aid on off-site trips.

### **Responsibilities of organisations**

Consistent with the principles of Children First, every organisation, both public and private, that is providing services for children or that is in regular direct contact with children should:

- ensure best practice in the recruitment of staff or volunteers, which includes Garda vetting, taking up of references, good HR practices in interviewing, induction training, probation and ongoing supervision and management;
- ensure that staff members or volunteers are aware of how to recognise signs of child abuse or neglect.

### **Contact Details Child Protection – *Children First***

#### **GALWAY**

Galway City, Social Work Department, Local Health Office, 25 Newcastle Road, Galway, Co. Galway  
091 546366

#### **GALWAY COUNTY**

Tuam Social Work Department, Health Centre, Vicar Street, Tuam, Co. Galway  
093 37200

Loughrea Social Work Department, Health Centre, Loughrea, Co. Galway  
091 847820

Ballinasloe Social Work Department, Health Centre, Brackernagh, Ballinasloe, Co. Galway  
090 964 6200

Oughterard Social Work Department, Health Centre, Oughterard, Co. Galway  
091 552200

### **Relevant legislation**

#### **CHILD CARE ACT 1991**

This is the key piece of legislation which regulates child care policy in Ireland. Under this Act, Tusla has a statutory responsibility to promote the welfare of children who are not receiving adequate care and protection. If it is found that a child is not receiving adequate care and protection, Tusla has a duty to take appropriate action to promote the welfare of the child. This may include supporting families in need of assistance in providing care and protection to their children. The Child Care Act also sets out the statutory framework for taking children into care, if necessary.

#### **PROTECTIONS FOR PERSONS REPORTING CHILD ABUSE ACT 1998**

This Act protects you if you make a report of suspected child abuse to designated officers of Tusla, the Health Service Executive (HSE) or to members of the Gardaí as long as the report is made in good faith and is not malicious. Designated officers also include persons authorised by the Chief Executive Officer of Tusla to receive and acknowledge reports of mandated concerns

about a child from mandated persons under the Children First Act 2015.

This legal protection means that even if you report a case of suspected child abuse and it proves unfounded, a plaintiff who took an action would have to prove that you had not acted reasonably and in good faith in making the report. If you make a report in good faith and in the child's best interests, you may also be protected under common law by the defence of qualified privilege.

You can find the full list of persons in Tusla and the HSE who are designated officers under the 1998 Act, on the website of each agency ([www.tusla.ie](http://www.tusla.ie) and [www.hse.ie](http://www.hse.ie)).

### **CRIMINAL JUSTICE ACT 2006**

Section 176 of this Act created an offence of reckless endangerment of children. This offence may be committed by a person who has authority or control over a child or abuser who intentionally or recklessly endangers a child by:

1. Causing or permitting the child to be placed or left in a situation that creates a substantial risk to the child of being a victim of serious harm or sexual abuse; or
2. Failing to take reasonable steps to protect a child from such a risk while knowing that the child is in such a situation.

### **CRIMINAL JUSTICE (WITHHOLDING OF INFORMATION ON OFFENCES AGAINST CHILDREN AND VULNERABLE PERSONS) ACT 2012**

Under this Act, it is a criminal offence to withhold information about a serious offence, including a sexual offence, against a person under 18 years or a vulnerable person. The offence arises where a person knows or believes that a specified offence has been committed against a child or vulnerable person and he or she has information which would help arrest, prosecute or convict another person for that offence, but fails without reasonable excuse to disclose that information, as soon as it is practicable to do so, to a member of An Garda Síochána. The provisions of the Withholding legislation are in addition to any reporting requirements under the Children First Act 2015.

### **NATIONAL VETTING BUREAU (CHILDREN AND VULNERABLE PERSONS) ACTS 2012–2016**

Under these Acts, it is compulsory for employers to obtain vetting disclosures in relation to anyone who is carrying out relevant work with children or vulnerable adults. The Acts create offences and penalties for persons who fail to comply with their provisions. Statutory obligations on employers in relation to Garda vetting requirements for persons working with children and vulnerable adults are set out in the National Vetting Bureau (Children and Vulnerable Persons) Acts 2012–2016.

### **CHILDREN FIRST ACT 2015**

The Children First Act 2015 is an important addition to the child welfare and protection system as it will help to ensure that child protection concerns are brought to the attention of Tusla without delay.

The Act provides for mandatory reporting of child welfare and protection concerns by key professionals; comprehensive risk assessment and planning for a strong organisational culture of safeguarding in all services provided to children; a provision for a register of non-compliance; and the statutory underpinning of the existing Children First Interdepartmental Implementation

Group which promotes and oversees cross-sectoral implementation and compliance with Children First.

**CRIMINAL LAW (SEXUAL OFFENCES) ACT 2017**

This Act addresses the sexual exploitation of children and targets those who engage in this criminal activity. It creates offences relating to the obtaining or providing of children for the purposes of sexual exploitation. It also creates offences of the types of activity which may occur during the early stages of the predatory process prior to the actual exploitation of a child, for example, using modern technology to prey on children and making arrangements to meet with a child where the intention is to sexually exploit the child. The Act also recognises the existence of underage, consensual peer relationships where any sexual activity falls within strictly defined age limits and the relationship is not intimidatory or exploitative.

# Child Protection and Welfare Report Form

**MANDATED PERSONS AND NON MANDATED PERSONS**  
(Children First Act 2015 & Children First National Guidance)

Use block letters when filling out this form.

Fields marked with an \* are mandatory.

**1. Tusla Area (this is where the child resides)\***

**2. Date of Report\***

### 3. Details of Child

<b>First Name*</b>		<b>Surname*</b>	
<b>Male*</b>	<input type="checkbox"/>	<b>Female*</b>	<input type="checkbox"/>
<b>Address*</b>		<b>Date of Birth*</b>	
		<b>Estimated Age*</b>	
		<b>School Name</b>	
		<b>School Address</b>	
<b>Eircode</b>			

### 4. Details of Concerns\*

Please complete the following section with as much detail about the specific child protection or welfare concern or allegation as possible. Include dates, times, incident details and names of anyone who observed any incident. Please include the parents and child's view, if known. Please attach additional sheets, if necessary

Please see '*Tusla Children First – A Guide for the Reporting of Child Protection and Welfare Concerns*' for additional assistance on the steps to consider in making a report to Tusla

### 5. Type of Concern

<b>Child Welfare Concern</b>	<input type="checkbox"/>		
<b>Emotional Abuse</b>	<input type="checkbox"/>	<b>Physical Abuse</b>	<input type="checkbox"/>
<b>Neglect</b>	<input type="checkbox"/>	<b>Sexual Abuse</b>	<input type="checkbox"/>

### 6. Details of Reporter

<b>First Name</b>		<b>Surname</b>	
<b>Address</b> If reporting in a professional capacity, please use your professional address		<b>Organisation</b>	
		<b>Position Held</b>	
		<b>Mobile No.</b>	
		<b>Telephone No.</b>	
<b>Eircode</b>		<b>Email Address</b>	



## Child Protection and Welfare Report Form

**MANDATED PERSONS AND NON MANDATED PERSONS**  
(Children First Act 2015 & Children First National Guidance)

<b>Is this a Mandated Report made under Sec 14, Children First Act 2015?*</b>	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
<b>Mandated Person's Type</b>				

### 7. Details of Other Persons Where a Joint Report is Being Made

<b>First Name</b>		<b>Surname</b>	
<b>Address</b> If reporting in a professional capacity, please use your professional address		<b>Organisation</b>	
		<b>Position Held</b>	
		<b>Mobile No.</b>	
		<b>Telephone No.</b>	
<b>Eircode</b>		<b>Email Address</b>	

<b>First Name</b>		<b>Surname</b>	
<b>Address</b> If reporting in a professional capacity, please use your professional address		<b>Organisation</b>	
		<b>Position Held</b>	
		<b>Mobile No.</b>	
		<b>Telephone No.</b>	
<b>Eircode</b>		<b>Email Address</b>	

### 8. Parents Aware of Report

<b>Are the child's parents/carers aware that this concern is being reported to Tusla?*</b>	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
<b>If the parent/carer does not know, please indicate reasons:</b>				

### 9. Relationships

<b>Details of Mother</b>			
<b>First Name</b>		<b>Surname</b>	
<b>Address</b>		<b>Mobile No.</b>	
		<b>Telephone No.</b>	
		<b>Email Address</b>	
<b>Eircode</b>			

<b>Is the Mother a Legal Guardian?*</b>	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
---	-----	--------------------------	----	--------------------------

<b>Details of Father</b>			
<b>First Name</b>		<b>Surname</b>	
<b>Address</b>		<b>Mobile No.</b>	
		<b>Telephone No.</b>	
		<b>Email Address</b>	
<b>Eircode</b>			

## Child Protection and Welfare Report Form

*MANDATED PERSONS AND NON MANDATED PERSONS  
(Children First Act 2015 & Children First National Guidance)*

<b>Is the Father a Legal Guardian?*</b>	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
---	-----	--------------------------	----	--------------------------

### 10. Household Composition

First Name	Surname	Relationship	Date of Birth	Estimated Age	Additional Information e.g. school, occupation, other

### 11. Details of Person(s) Allegedly Causing Harm

<b>First Name*</b>		<b>Surname*</b>	
<b>Male*</b>	<input type="checkbox"/>	<b>Female*</b>	<input type="checkbox"/>
<b>Address</b>		<b>Date of Birth</b>	
		<b>Estimated Age</b>	
		<b>Mobile No.</b>	
		<b>Telephone No.</b>	
<b>Eircode</b>		<b>Email Address</b>	
<b>Occupation</b>		<b>Organisation</b>	
<b>Position Held</b>			

<b>Relationship to Child</b>	
<b>Address at time of alleged incident</b>	
<b>If name unknown please indicate reason</b>	

<b>First Name*</b>		<b>Surname*</b>	
<b>Male*</b>	<input type="checkbox"/>	<b>Female*</b>	<input type="checkbox"/>
<b>Address</b>		<b>Date of Birth</b>	
		<b>Estimated Age</b>	
		<b>Mobile No.</b>	
		<b>Telephone No.</b>	
<b>Eircode</b>		<b>Email Address</b>	
<b>Occupation</b>		<b>Organisation</b>	
<b>Position Held</b>			

<b>Relationship to Child</b>	
<b>Address at time of alleged incident</b>	
<b>If name unknown please indicate reason</b>	

## Child Protection and Welfare Report Form

**MANDATED PERSONS AND NON MANDATED PERSONS**  
*(Children First Act 2015 & Children First National Guidance)*

### 12. Name and Address of Other Organisations, Personnel or Agencies Known to be Involved Currently or Previously with the Family

Profession	First Name	Surname	Address	Contact Number	Recent Contact e.g. 3/6/9 months ago
Social Worker					
Public Health Nurse					
GP					
Hospital					
School					
Gardaí					
Pre-school/ crèche					
Other					

### 13. Any Other Relevant Information, Including any Previous Contact with the Child or Family

**Please ensure you have indicated if this is a mandated report in section 6.**

Thank you for completing the report form.

In completing this report form you are providing details on yourself and on others. Details such as name, address and date of birth fall under the definition of 'Personal Data' in the Data Protection Acts, 1988 & 2003. Tusla has a responsibility under these Acts in its capacity as a Data Controller to, amongst other things, obtain and process this data fairly; keep it safe and secure; and to keep it for a specified lawful purpose. That purpose is to fulfil our statutory responsibility under the Child Care Act 1991 to promote the protection and welfare of children. Tusla may, during the course of the assessment of this report disclose such Personal Data to other agencies including An Garda Síochána. Further details about Tusla's responsibilities as a Data Controller and your rights as a Data Subject can be found on our website, [www.tusla.ie](http://www.tusla.ie). As you are providing Personal Data on others, you are a Data Processor. We ask that you only provide those details that are necessary for the report and that you keep this report and the Personal Data contained in it secure from unauthorised access, disclosure, destruction or accidental loss.

### 14. For Completion by Tusla Authorised Person on Receipt of Report

Report Received by

First Name	Surname	Date

Mandated Report Acknowledgement by

# Child Protection and Welfare Report Form

*MANDATED PERSONS AND NON MANDATED PERSONS  
(Children First Act 2015 & Children First National Guidance)*

<b>First Name</b>		<b>Surname</b>		<b>Date Sent</b>	
-------------------	--	----------------	--	------------------	--

<b>Authorised Person Signature*</b>	
<b>Date*</b>	

<b>Child Previously Known</b>	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
<b>Allocated Case No</b>				