



**Australian Government**  

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**National Capital Authority**

**National Capital Authority**  
**Child Safety Policy**

**October 2025**

## Version Control, Change History and Distribution

### Version Control

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### Distribution

#### ***NCA Intranet (The Hub)***

Governance – Documents – National Capital Authority Child Safety Policy

#### ***NCA Website***

About Us – Key Governance Documents – National Capital Authority Child Safety Policy

#### **Policy endorsed by**



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**Karen Doran, Chief Executive**

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## Purpose

The National Capital Authority (NCA) acknowledges its responsibility to ensure the safety and protection of children and young people with whom we engage.

This policy:

- a. Outlines the NCA's principles and procedures for creating a secure environment for children and young people across all our operations and attractions, with a particular focus on the National Capital Exhibition (NCE), Anzac Parade, Reconciliation Place, the National Carillon, Menzies Walk, Blundell's Cottage, Boundless Playground and other children play areas in Commonwealth Park.
- b. Informs relevant NCA personnel of their responsibilities to act ethically and responsibly towards children and young people at all times, including the legal obligation to promptly report any real or suspected instances of grooming or abuse of minors to law enforcement.
- c. Is designed to showcase and monitor the NCA's adherence to the Commonwealth Child Safe Framework.

## Rationale

The NCA and its personnel may encounter children and young people through various activities, including:

- a. Visits by young people to NCA premises and attractions
- b. The delivery of educational programs, particularly at the NCE
- c. Activities of third-party contractors conducting business on behalf of the NCA
- d. Community engagement initiatives and public relations activities
- e. Public inquiries, including those conducted via social media

Interactions between children/young people and the NCA entail legal and ethical obligations for the safety of the minors involved.

## Definitions

- **Child:** A person aged 0-11 years.
- **Young person:** A person aged 12-17 years.
- **Child safety:** Encompasses measures related to protecting children from abuse, including managing the risk of abuse, providing support to at-risk children, and responding to incidents or allegations of abuse.
- **Child abuse:** Any act committed against a child involving sexual offences, grooming, physical violence, serious emotional or psychological harm, or serious neglect.

## Application

This policy is applicable to all relevant NCA personnel, including:

- a. APS employees under the *Public Service Act 1999*

- b. Contracted workers
- c. Volunteers contributing to the NCA.

It is recommended that a child safety clause should be used in all contracts where the contract is to provide services directly to children, or for activities that will or may involve contact with children that is a usual part of, and more than incidental to, the services.

The NCA is required to comply with the [Commonwealth Child Safe Framework](#).

[Use of the child safety model clauses](#) as provided by the Department of Finance is encouraged for NCA arrangements.

There are two model clause options:

- **Option 1** – use this clause if you are not sure whether supplier personnel may interact with children.
  - For example, this option would be appropriate when booking security services at an event that children may attend, or if a supplier’s personnel is attending a playground or area frequented by children and their work may involve contact with children.
- **Option 2** – use this clause if services will be provided direct to children, or where some direct contact with children will be likely.
  - For example, education or tour programs for children.

## Guidelines and Legislation

The *Public Service Act 1999* mandates APS employees to comply with the APS Code of Conduct and APS Values, including treating everyone with respect, upholding integrity, and abiding by Australian laws. This policy operates in conjunction with the *Privacy Act 1988*, the Australian Privacy Principles, and the NCA Enterprise Agreement.

The Commonwealth Child Safe Framework requires the NCA to:

- a. Conduct annual risk assessments for NCA activities to identify responsibility levels and contact with children and young people, evaluate risks, and implement appropriate risk management strategies.
- b. Establish and maintain a training and compliance system to ensure employees are aware of and compliant with the Commonwealth Child Safe Framework and relevant legislation, including working with vulnerable people checks and mandatory reporting requirements.
- c. Adopt and implement the National Principles for Child Safe Organisations.
- d. Publish an annual statement of compliance with the Framework, including an overview of the risk assessment conducted.

### *Annual Risk Assessments*

The NCA adopts a risk management approach for business areas that undertake activities that have contact with or impact children and young people. The NCA is required to undertake an annual risk

assessment in relation to its activities that involve children and young people, evaluate associated risks for harm or abuse, and establish appropriate strategies to mitigate or manage identified risks.

NCA personnel must ensure child safety and protections is considered when developing risk plans.

***Training and Compliance***

The NCA has strategies in place to supervise, train and support workers to understand this policy, any mandatory reporting obligations, and responsibilities to create a child safe and friendly environment. This includes training modules, regular supervision and induction processes. Relevant NCA personnel are required to maintain currency of their training.

Managers of personnel who work with, or in relation to, children and young people must ensure relevant personnel maintain knowledge of child safe environments, any mandatory reporting obligations, and uphold the APS Code of Conduct and APS Values.

**National Principles for Child Safe Organisations**

Under the Commonwealth Child Safe Framework, the NCA is obligated to adopt and implement the National Principles for Child Safe Organisations. These principles serve as benchmarks to gauge the NCA’s child safe practices and performance.

<b>National Principle</b>	<b>NCA’s Commitments</b>	<b>NCA’s Practices</b>
<p><b>National Principle 1:</b></p> <p>Child safety and wellbeing are embedded in organisational leadership, governance, and culture.</p>	<p>The NCA upholds high standards of ethical conduct among its employees and fosters a culture of respect. NCA personnel are expected to treat everyone with courtesy, abide by the APS Code of Conduct, APS Values and comply with Australian laws.</p>	<p>Relevant NCA personnel who provide services directly to children and young people, (notably those at the NCE), are required to undergo annual refresher training on the Commonwealth Child Safe Framework and mandatory reporting obligations.</p> <p>The NCA Child Safety policy will be publicly accessible on the NCA website, demonstrating the NCA’s commitment to child safety and wellbeing.</p>

National Principle	NCA's Commitments	NCA's Practices
<p><b>National Principle 2:</b></p> <p>Children and young people are informed about their rights, participate in decisions affecting them, and are taken seriously.</p>	<p>The NCA values the opinions of children and young people, including those visiting the NCE and other NCA attractions, for public and school programs.</p>	<p>The NCA endeavours to seek feedback from children and young people on NCE programs and activities to incorporate their perspectives effectively.</p>
<p><b>National Principle 3:</b></p> <p>Families and communities are informed and involved in promoting child safety and wellbeing.</p>	<p>The NCA seeks to ensure all visitors are informed contributors to maintaining a child-safe space in our attractions.</p>	<p>By gaining consent from responsible adults to participate in NCA activities.</p> <p>Requiring a minimum of one adult supervisor (in addition to NCE personnel) for each session at the NCE and associated attractions, as outlined in the Book Canberra Excursions page.</p> <p>Communicating the NCA attraction's risk assessments, making them accessible to any legal guardian upon request and informing them of each attraction's potential risks and current controls.</p> <p>Creating opportunities to receive feedback and complaints from families and schools.</p>

National Principle	NCA's Commitments	NCA's Practices
<p><b>National Principle 4:</b> Equity is upheld, and diverse needs respected in policy and practice.</p>	<p>The NCA integrates child safety into a broader range of policies promoting diversity and inclusion.</p> <p>The NCA's activities and programs will provide environments that are inclusive, sensitive and friendly.</p> <p>In addition to upholding APS Values and the APS Code of Conduct, which encompass respect for all individuals, the NCA supports personnel in developing their capacity to work with children and young people from diverse backgrounds and needs.</p>	<p>Resources include:</p> <p>The Multicultural Access and Equity Policy Guide for Australian Government departments and agencies</p> <p>The NCA's Reconciliation Action Plan</p>
<p><b>National Principle 5:</b> People working with children and young people are suitable and supported to reflect child safety and wellbeing values in practice.</p>	<p>The NCA seeks to ensure personnel working directly with children and young people are suitable for their roles by assessing their suitability for employment, child-safe skills, and understanding of child safety principles upon engagement and through regular annual processes.</p>	<p>All NCA personnel undergo a National Police History Check upon engagement to identify any records disqualifying them from roles involving the care, instruction, or supervision of children and young people. This requirement extends to contractor guides and volunteers.</p> <p>Relevant NCA personnel who provide services directly to children and young people, are required to hold and maintain a Working with Vulnerable People card under ACT legislation.</p>

National Principle	NCA's Commitments	NCA's Practices
<p><b>National Principle 6:</b> Processes to respond to complaints and concerns are child-focused.</p>	<p>The NCA treats all complaints seriously and promptly. In accordance with the National Office for Child Safety – Complaint Handling Guide, complaints which are child focused will be responded to with the interests of children as a priority. The NCA commits to responding to such complaints in a sensitive, timely and effective manner.</p>	<p>Any personal information collected by the NCA is managed in accordance with the NCA Privacy Policy.</p> <p>Relevant NCA personnel will be trained in child-focused handling of disclosures of abuse from minors in accordance with the National Office for Child Safety – Complaint Handling Guide.</p>
<p><b>National Principle 7:</b> 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>The NCA provides information and support to personnel working directly with children and young people to enhance their child safety skills and awareness and annual processes.</p>	<p>Relevant NCA personnel will be adequately trained and supported to complete their roles in a child safe organisation, implement the child safe principles, and support the rights of children. Training NCE personnel in child-focused handling of disclosures of abuse from minors and their obligations under mandatory reporting legislation.</p>
<p><b>National Principle 8:</b> Physical and online environments promote safety and wellbeing while minimising the opportunity for harm to children and young people.</p>	<p>The NCA employs a risk management framework for all its programs to address potential risks in physical and online environments.</p>	<p>The NCA's approach to managing child safety risks includes an annual risk assessment for NCA activities to identify responsibility levels and contact with children and young people, evaluation of risks, and implementation of appropriate risk management strategies.</p>
<p><b>National Principle 9:</b> Implementation of the national child safe principles is regularly reviewed and improved.</p>	<p>The NCA commits to annual risk assessments for NCA activities to identify responsibility levels and contact with children and young people, evaluate risks, and implement appropriate risk management strategies.</p>	<p>The NCA commits to publishing an annual compliance statement with the Framework, including an overview of risk assessments conducted.</p> <p>The NCA commits to reviewing the effectiveness and appropriateness of this policy as set out in the Policy Review section further below.</p>

National Principle	NCA's Commitments	NCA's Practices
<p><b>National Principle 10:</b> Policies and procedures document how the organisation is safe for children and young people.</p>	<p>The NCA adopts the National Principles for Child Safe Organisations through this policy.</p>	<p>All personnel and providers within the scope of the policy are required to demonstrate behaviours that support our policies, guidelines and procedures.</p>

## Reporting under the Framework

### *Mandatory Reporting*

Relevant NCA personnel undergo annual refresher training on the Commonwealth Child Safe Framework, including child-focused handling of abuse disclosures from minors and personnel reporting obligations under the law. The Commonwealth and each state and Territory has legislative requirements for certain classes of persons (including all department employees, as Commonwealth officials) to report suspected cases of child abuse and harm to appropriate authorities.

If NCA personnel have a reasonable suspicion or belief, arising from a NCA activity, that a child or young person has been abused or harmed by any person, they must notify the Director, Corporate Services or the Chief Operating Officer and it will then be determined whether the matter falls within mandatory reporting requirements and needs to be referred to the relevant authorities.

### *Whistleblowing*

NCA personnel have obligations under child safety law and must report any conduct issues, including inappropriate behaviour by personnel, observed while working with children and young people. Matters involving personnel will be managed in accordance with the APS Code of Conduct Guidelines.

### *Complaints Handling*

All complaints made to the NCA related to child safety are to be investigated in accordance with the National Office for Child Safety's Complaint Handling Guide.

The NCA commits to publishing an annual compliance statement with the Framework, including an overview of risk assessments conducted.

### *Service Providers*

NCA contract managers should ensure service providers comply with any safety reporting obligations under the Framework as required in their contract with the NCA.

### **Further Assistance**

NCA employees requiring advice on the legal obligations of this policy should contact the NCA legal services team and/or HR team.

## Reporting contacts

- ACT mandated reporters 24-hour line: 1300 556 728 Email: [childprotection@act.gov.au](mailto:childprotection@act.gov.au)
- To report an Offence or Suspected Offence: Non-emergency police assistance line (all jurisdictions): 131 444
- Australian Federal Police: <https://www.afp.gov.au/contact-us>
- ACT Police: <https://police.act.gov.au/connect-us>

Refer to the ACT Government's online guidance on child protection and youth justice should the above contact details not work, as they may be updated from time to time. Link: [Child protection and youth justice - ACT Government](#)

## Policy Review

The NCA will review this policy when one of the following occurs or periodically;

- New risks are identified,
- A critical incident where a child or young person has experienced suspected abuse or neglect through involvement with NCA activities, or
- Changes to applicable legislation or requirements.

## Roles and Responsibilities

ROLE	RESPONSIBILITY
Chief Executive	<ul style="list-style-type: none"><li>• Endorse the Child Safety Policy</li><li>• Endorse the annual statement of compliance with the Commonwealth Child Safe Framework</li></ul>
Governance team	<ul style="list-style-type: none"><li>• Oversee implementation and review of Child Safety Policy</li><li>• Oversee annual Child Safety Risk Assessment</li><li>• Annually report to the Authority on Child Safety matters (aligned to timing of annual compliance statement)</li></ul>
Manager WHS	<ul style="list-style-type: none"><li>• Monitor incidents register, ensure processes are appropriately followed when concerns of child abuse, harm or neglect arise</li><li>• Escalate matters as needed to the Director, Corporate Services or Chief Operating Officer</li></ul>
Director, Corporate Services or Chief Operating Officer	<ul style="list-style-type: none"><li>• Point of contact for potential mandatory reporting</li></ul>
Visitor Experience Team	<ul style="list-style-type: none"><li>• Monitor and assess the NCE's compliance with the Commonwealth Child Safe Framework and recommend improvements where appropriate</li><li>• Identify risks, issues and mitigation strategies and controls in relation to NCE and its activities</li></ul>

	<ul style="list-style-type: none"> <li>• Input to annual Child Safety Risk Assessment</li> </ul>
Leadership and Management	<ul style="list-style-type: none"> <li>• Prioritise child safe practices at an operational level, including ensuring child safety is embedded in the design of any policy or service that impacts on children</li> <li>• Promote and monitor completion of required and mandatory training</li> <li>• Ensure personnel are suitable, skilled and aware of roles and responsibilities</li> <li>• Recognise, appropriately respond to and report concerns of child safety including abuse or harm</li> </ul>
All relevant people covered in the scope of this policy	<ul style="list-style-type: none"> <li>• Comply with the APS Code of Conduct</li> <li>• Adhere to Child Safety Policy and procedures</li> <li>• Engage in child safety training and mandatory requirements where relevant</li> <li>• Obtain and maintain a Working With Vulnerable People registration if required for their role</li> </ul>

