



# General Operating Policies

# Code of Conduct

## Scope

This Code of Conduct is designed to clarify Javeenbah Theatre Inc's expectations of the conduct of members and volunteers. Javeenbah Theatre Inc will provide this code on their web site. This Code may be amended from time to time, where necessary.

## Aim

Javeenbah Theatre Inc is committed to ensuring the integrity and highest ethical standards in respect for our members and our volunteers. Underlying this commitment is the need for Javeenbah Theatre Inc to ensure that all persons contributing to the success of our theatre company act with dignity, honesty, integrity and respect towards others. The rights and safety of minors is a priority, and all actions and activities must ensure they are safe from neglect, physical, sexual or emotional harm or abuse.

## How Does the Code of Conduct Apply to You?

Every member and volunteer of Javeenbah Theatre Inc is expected to perform his/her role in accordance with this Code of Conduct.

### Performers and production team members:

- Participate for the enjoyment you will receive through theatrical performance
- Work equally for yourself and the production
- Abide by the principles of theatre etiquette
- Abide by the policies and practices of Javeenbah Theatre Inc
- Co-operate with the director, all members of the production team, Management Committee, Production Committee and fellow cast members
- Commit wholeheartedly to the production, rehearsals and activities

### The Director:

- You are responsible for your cast and production team
- Be reasonable in your demands on performers' time, energy and enthusiasm - they have other commitments
- Teach your cast the principles of theatre etiquette and stage craft

**In addition to complying with the above, all members are expected to:**

- treat everyone with dignity and courtesy
- be fair, considerate and honest in all dealings with others
- refrain from any behaviour which may bring Javeenbah Theatre Inc into disrepute
- display control, respect and professionalism in all activities
- observe proper meeting conduct and protocols
- display control, respect and professionalism in all activities. Verbal abuse of others in the course of Javeenbah Theatre activities is unacceptable

**Discrimination, Sexual Harassment and Bullying**

Members are expected to respect the rights, dignity and worth of others regardless of their gender, ability, cultural background or religion, or of their physical or mental capabilities.

Javeenbah Theatre Inc will not tolerate discrimination. Discrimination is any behaviour or practice which reflects an assumption of superiority of one group (or individual) over another or disadvantages people on the basis of their real or perceived membership of a particular group and includes such behaviour as less favourable treatment, unfair exclusion and asking discriminatory questions.

Javeenbah Theatre Inc will not tolerate sexual harassment. Sexual harassment is any unwanted, unwelcomed or uninvited behaviour of a sexual nature which makes a person feel humiliated, uncomfortable, intimidated or offended. Members' privacy in change rooms is to be respected at all times.

Equally, Javeenbah Theatre Inc will not tolerate bullying. Bullying is behaviour that intimidates, offends, degrades, insults, manipulates or humiliates another person. Bullying can be physical or psychological.

If anyone feels they have been discriminated against, bullied or harassed in any way they should immediately contact the production director, production liaison, or President, for confidential assistance in the handling of complaints (see policy)

**Health and Safety**

Everyone has the right to participate in an environment that is physically and emotionally safe.

Members, performers, production staff and volunteers are asked to take responsibility for their own health and safety, ensuring that their actions do not risk the health and safety of others. All are required to take reasonable care at all times by following all lawful instructions from those in authority.

All hazards, accidents or injuries must be reported to the Javeenbah Theatre Inc representative in charge of the activity. Incident report forms are required to be completed and forwarded to the secretary.

If any member or patron feels unsafe in attending any events at Javeenbah, including performances, rehearsals, meetings etc, for any reason please advise a trusted member of the management

committee for discussion and immediate action. In the case of a member involved in a production they can advise their director or stage manager, for patrons and volunteers they can advise the Front of House volunteers or Front of House Manager all of whom will inform the management committee at the first available chance.

### **Alcohol and Drug Consumption**

Illegal or prohibited drugs are not to be consumed by members and volunteers while performing duties with Javeenbah Theatre Inc. Alcohol may be consumed to the extent it does not violate QLD state liquor licensing laws nor harms the reputation of Javeenbah Theatre Inc. Alcohol must not be made available to minors.

### **Grievances**

If anyone has a grievance or feels that they have been unfairly treated they are encouraged to raise this issue with their production director, production liaison and/or stage manager for immediate and confidential assistance. The management of Javeenbah Theatre Inc is committed to uphold both the letter and spirit of this Code and the mediation and resolution of any grievance in an expeditious manner where possible.

# Handling of Complaints, Allegations & Grievances

## Scope

This policy is to apply to all participants and activities undertaken under the incorporation of Javeenbah Theatre.

## Aim

To provide a documented process for the handling of Complaints, Allegations & Grievances

## Definitions

**Bullying:** Bullying is when people repeatedly and intentionally use words or actions against someone, or a group of people, to cause distress and risk to their wellbeing. Bullying is not the same as conflict between people (having a fight) or disliking someone, however bullying may occur through conflict.

**Complainant:** A complainant is a person involved in any aspect of Javeenbah's activities who raises a complaint.

**Respondent:** A respondent is the person responding to the complaint as the defending party.

**Discrimination:** Discrimination occurs when anyone involved in any aspect of a production is treated less favourably because of their disability, race, colour, national or ethnic origin, religion, gender affinity, age or some other characteristic specified under discrimination or human rights legislation.

**Frivolous:** Frivolous is the nature of a complaint which has little or no weight, worth of importance and not worthy of serious notice.

**Grievance:** A grievance is a complaint against another person involved in a production over something perceived to be wrong or unfair and may arise in a situation that is believed to adversely or unfavourably impact on the complainant.

**Harassment:** Harassment is the act or instance of harassing, or disturbing, pestering, or troubling another person or group of people repeatedly.

**Malicious Conduct:** Where a complaint is considered to be malicious and false, or found to have been made with the deliberate intention of getting another person into trouble.

**Relevant Matter:** The subject of the complaint

**Vexatious:** Vexatious is the lodgement of a complaint without sufficient grounds and serving only to cause annoyance to the respondent.

**Victimisation:** The action of singling someone out for cruel or unjust treatment.

**Executive Committee:** President, Vice-President & Secretary of Javeenbah management committee.

## **Policy Statement**

Javeenbah Theatre will respond sensitively, fairly and appropriately to all complaints and allegations.

Javeenbah Aims to improve its operations and team member strength through identifying issues and reconciling relationships where possible.

## **Policy Principles**

- Relevant matters that are not addressed have the potential to grow into major problems that can cause tension, low morale and reduced performance.
- Relevant matters should be treated seriously and sensitively having due regard to procedural fairness, confidentiality and privacy.
- Relevant matters should be handled as quickly as possible.
- Wherever possible, relevant matters should be resolved by a process of discussion, cooperation and conciliation. The aim is to reach an acceptable outcome that minimizes any potential detriment in ongoing relationships.
- Both the participant raising the relevant matter (Complainant) and the person against whom the grievance is made (Respondent) will receive appropriate information, support and assistance in resolving the grievance. Parties may bring a support person to any interview.
- Every person has a right to raise a relevant matter for consideration and expect a response.

## **Preliminary Action**

With any group of people working on a show there can be times where there can be disagreement or a difference of artistic opinion, but this does not always constitute a grievance. In these cases, it is hoped that the difference or concern can be addressed through an informal process. Wherever possible, relevant matters should be resolved by a process of discussion, cooperation and conciliation. The aim is to reach an acceptable outcome that minimizes any potential detriment in ongoing relationships.

If a member of the Javeenbah production has a concern or complaint it is important for them to contact the Production Liaison or Director of the show to discuss the matter. For the period following Bump-In to the theatre, the Stage Manager may be contacted in addition to, or in the absence of the Production Liaison and Director. The Production Liaison should be advised of the complaint at the earliest possible opportunity. If after this initial discussion with the Stage Manager, Director, and/or Stage Manager the issue cannot be resolved then the following process will be followed.

## **Recording a Complaint**

The following process is to be used to record and attempt resolution of a complaint:

1. Complainant to record their concern to clarify the issue in writing to the Production Liaison, Director and/or Stage Manager.
2. The Production Liaison, Stage Manager, and/or Director should then inform the Executive Committee & the Artistic Director of Javeenbah and discuss a plan for next steps (should this need to be escalated or the matter is of a sensitive, criminal or time critical notion the complaint should be moved to the next step 'Escalation of a Complaint'.)

3. Complainant to meet with the Production Liaison, Stage Manager, and/or Director to discuss their concerns and how they would like to see the issue resolved.
4. Production Liaison, Stage Manager, and/or Director to make contact with the Respondent and make them aware that a concern has been raised. A meeting between the complainant and respondent will be organised.
4. At the meeting both parties will discuss and seek any information that may relate to the situation. Often information from others will clarify a situation for all concerned.
5. The aim of the meeting is to reach a resolution that both parties are happy with.
6. Minutes are taken at this meeting so there is a record of all relevant information.
7. If a resolution is unable to be reached the matter will be forwarded onto the Javeenbah Committee.

### **Escalation of a Complaint**

If the complainant is not happy with the outcome of the initial meeting with the respondent, they may escalate the complaint to the Javeenbah management committee.

The Production Liaison will notify the management committee (via the Artistic Director) of the grievance, and it will be tabled for discussion at the next committee meeting.

The Javeenbah management committee will review all statements and minutes from the initial meeting and decide on a resolution. This may involve meeting with both the complainant and respondent to clarify any information on the issue.

The management committee will agree on a resolution and the Secretary will notify both parties in writing.

### **Executive Committee's Role in Grievances**

Should a complaint or grievance be of a sensitive, criminal or time sensitive notion. The Javeenbah management committee gives delegation to the Executive Committee & Artistic Director to manage the complaint process and to be reported upon to the Management Committee at the next available committee meeting.

# Child Protection

## Scope

This policy applies to all members over the age of 18, selected Committee Members and volunteers of Javeenbah and covers information about the legislative requirements on working with children including the reporting of harm.

## Aim

Javeenbah works to develop a friendly atmosphere at functions and rehearsals and is committed to supporting young people to develop their creative skills, and to assist in their emotional and social development within a safe, supportive and nurturing environment.

Javeenbah will ensure that its committee and volunteers respond as quickly as possible and in the best interests of the child or young person less than 18 years of age when disclosures or suspicions of harm are received. Javeenbah recognises that children and young people are vulnerable members of the community and that extra measures must be taken to protect and support them.

## Policy Statement

Javeenbah will ensure that all State legislative requirements are met and followed in accordance with the processes described in this policy. Working with Children laws are currently in place in Queensland and Javeenbah will meet the requirements of these relevant state laws.

Prior to the commencement of any production requiring children/young people Javeenbah will identify (at a minimum) the following production and technical team members as child safety officers.

- Director (and Assistant Director if applicable)
- Musical Director (and Assistant Musical Director if applicable)
- Choreographer (and Assistant Choreographer if applicable)
- Stage Manager
- Production Liaison
- Selected Wardrobe, Hair and Make-up Team Members
- Sound Technicians fitting microphones
- Child Chaperone(s)

Their role will be to support responding adults through their reporting process.

Any member of a production that involves children must successfully obtain or hold a valid Blue card. An individual who receives a negative notice for their Blue card application will be dismissed from any production that requires children/young people.

## Relevant Legislation

Working with Children (Risk Management and Screening) Act 2000

Working with Children (Risk Management and Screening) Regulation 2001



## **Principles**

Javeenbah will uphold the following principles under the Policy:

- Protecting children from harm and the risk of harm is fundamental to maximising their learning, social and emotional potential.
- Javeenbah expects our members and volunteers to show respect to fellow cast and crew members, venue staff, volunteers and audience members and to comply with safe practices.
- Javeenbah Management Committee will respond diligently to a report of suspected or actual harm or risk of harm to a child.
- Javeenbah will act fairly and reasonably towards a volunteer who is the subject of allegations of improper conduct.
- Javeenbah will support a volunteer who is the subject of a proven false allegation of causing harm to a child cast member.
- Anybody within Javeenbah who becomes aware or reasonably suspects that a cast member is being harassed or harmed must report it to the Production Liaison, Director and/or Stage Manager immediately.
- Javeenbah Management Committee will take disciplinary action against any member who is found to be guilty of harm/harassment of a child or young person.
- Javeenbah will cooperate with state authorities in resolving allegations of harm.

## **Managing sensitive information (including Photographs and Images of Children)**

Personal information is collected during the audition and rehearsal processes. All information is considered sensitive and is not circulated in any way outside those in the management committee/production team and only used for vital company functions such as insurance coverage, memberships, marketing and show communications.

Photographs and videos may be taken for the purpose of media advertising and for company and personal memorabilia. A closed group will be established on social media for purposes of communication throughout the show period.

- The company has a policy and procedure for the taking, usage, storage and destruction of photographs or images of children.
- Permission will be sought from the child's parents/guardians for the use of photographic material featuring children for promotional or other purposes.
- The company's web-based material and activities will be carefully monitored for inappropriate use.
- The company will ensure confidentiality in order to protect the rights of its members including the safe handling, storage and disposal of any sensitive information.

## **Process of Managing a Child Safety Concern**

Javeenbah will ensure private and swift response to any claim or concern:

1. When a child or young person discloses harm, the responding adult must not ask leading questions rather ask open ended questions. The responding adult is to gather as much information from the child as they are willing to give. The responding adult must not make promises or advise they will 'keep it a secret,' they must thank the child or young person for telling them and respond with the below steps. (Should an adult suspect harm, no disclosure, please move to step 3)

2. The responding adult must immediately document in writing all information the child or young person disclosed.
3. The responding adult must then immediately contact a child safety officer (as above) and walk through the instance of suspected abuse.
  - a. Should the alleged perpetrator be present, all activities are to cease and the child to be placed in a safe environment (taken home by a parent/care giver)
4. The Child Safety Officer is to then contact the President of the company to advise of the situation and the person that will be making a child safety complaint.
  - a. The details for step 5 shall be gathered in consultation with the President.
5. The responding adult is to contact 000 to report a disclosure or a suspected harm of a child or young person.
  - a. They will require the details of the child/young person.
  - b. Details about the parents or care giver.
  - c. Reasons you suspect the child or young person may have experienced harm.
  - d. Whether the child, young person or family has support.
  - e. Any immediate risk to the child or young person.
  - f. Contact details for the family.

Should the alleged perpetrator be a part of the theatre/production, the president shall advise them in writing that they have been removed from the production/theatre due to an alleged offence and that their membership has been terminated. They should also advise that until such time that they are contacted by the theatre they are no longer allowed on the premises. Details about the offence should not be included and it should remain very open.

In the case of the alleged perpetrator be a member outside the theatre community, the theatre and/or production must ensure a safe space for the child/young person to continue at the theatre/production.

**Throughout the entire process the importance must be on the child's safety and dignity, nothing else.**