

macnas

MACNAS CHILD PROTECTION POLICY AND PROCEDURES

SECTIONS

SECTION 1	Introduction & Declaration of Guiding Principles	P2
SECTION 2	Key Roles and Approaches in Safeguarding	P3
SECTION 3	Working Safely with Children and Young People	P12
SECTION 4	Health and Safety	P29
SECTION 5	Recruitment and Management of Staff / Volunteer	P31
SECTION 6	Responding to, or Reporting, Child Protection and Welfare Concerns	P41
SECTION 7	Data Protection and Confidentiality Policy	P59
SECTION 8	Complaints Policy	P66
Appendix 1	Standard Report Form - Tusla	P70
Appendix 2	Welfare / Child Protection Reporting Form - Internal	P75
Appendix 3	Schedule of Mandated Persons Under the Children First Act 2015	P77
Appendix 4	Sample Accident Report Form	P78
Appendix 5	Sample Incident Report Form	P81
Appendix 6	Child Safeguarding Training Log	P83
Appendix 7	Child Safeguarding – Relevant Legislation	P86
Appendix 8	Support & Advice Organisations/Services	P87
Appendix 9	Macnas Health and safety Policy	P91

SECTION 1: INTRODUCTION & Declaration Of Guiding Principles

Macnas

Macnas make transformative immersive work, collaborating with artists, audiences and communities, nationally & internationally. Macnas is an award-winning internationally acclaimed spectacle theatre company from Galway, Ireland. Productions are immersive and spectacular, and the group's repertoire includes parades, theatre shows, installations, film and performance art. Macnas engage with the public year round with a full Creative Engagement Program including the Macnas Youth Theatre, Macnas Drumming, Macnas Brass and Macnas S.I.ng. Macnas curate an education programme with freelance artists in partnership with community groups, primary, secondary and third level institutions.

Our Guiding Principles

Macnas 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 and best interests of children and young people are paramount. We are committed to upholding the rights of every child and young person who participates in our organisation's work, regardless of background, including the rights to be kept safe and protected from harm, treated with respect, listened to and heard.

Our guiding principles are underpinned by *Children First: National Guidance for the Protection and Welfare of Children*, Tusla's *Child Safeguarding: A Guide for Policy, Procedure and Practice*, the United Nations Convention on the Rights of the Child and current legislation such as the Children First Act 2015, Child Care Act 1991, Protections for Persons Reporting Child Abuse Act 1998 and the National Vetting Bureau Act 2012.

Our guiding principles and our welfare / child protection policy apply to all paid staff, paid freelance facilitators, volunteers and board members within our organisation. All board members, staff, facilitators and volunteers must sign up to and abide by these guiding principles and our child safeguarding procedures. Our guiding principles are communicated to children, young people, parents/guardians, workers and volunteers.

We will review our guiding principles and child safeguarding procedures every two years or sooner if necessary due to service issues or changes in legislation or national policy.

This policy will be reviewed in **18/02/27**

Signed:



____ (Designated Person)

Date -18/02/2025

* Children are defined in the 1991 Child Care Act as “a person under the age of 18 years other than a person who is or has been married” (S.2.1).

SECTION 2: Key Roles and Approaches in Safeguarding

SECTION 2.1: Structure/Governance

Structure and Governance

Macnas is registered charity. It is governed by a board. Board members are elected at the organisation's Annual General Meeting.

Macnas engages Paid staff to deliver its programme

Ultimate responsibility for the development and implementation of this welfare and child protection policy lies with the board. However, safeguarding the welfare of young people is the job of everyone involved in the organisation and the policies / procedures included in this document apply to all board members, staff and volunteers.

SECTION 2.2: Risk Assessment and Child Safeguarding Statement

Risk Assessment and Child Safeguarding Statement

In accordance with the Children First Act 2015, Macnas has conducted a risk assessment of our services to young people. The risk assessment is included in the Macnas Child Safeguarding Statement which has also been created in accordance with the act

The Macnas Child Safeguarding Statement details how we meet our obligations under the Children First Act 2015. We circulate it to all staff and volunteers, and it is displayed publicly at www.macnas.com and in our workshop space at Fisheries Field. We inform parents and guardians through our *Parents/Guardians Information Sheet* that a copy of our Child Safeguarding Statement can be made available to them on request. The Child Safeguarding Statement is also available to TUSLA on request.

We will review our Child Safeguarding Statement every two years or sooner if there is a material change in any of the issues to which it refers.

SECTION 2.3: Key Safeguarding Roles

Key Safeguarding Roles

Named Person:

Macnas has appointed Victoria Mc Cormack, Head of Creative Engagement as named person. This person is responsible for leading the development and review of guiding principles and child safeguarding procedures and

for ensuring that policies and procedures are consistent with best practice. Guiding principles and child safeguarding procedures are reviewed every two years or sooner if necessary due to service issues or changes in legislation or national policy.

Designated Liaison Person:

A Designated Liaison Person has been appointed by the [Macnas](#). The Designated Liaison Person acts as a resource to any young person, staff member and volunteer who has Child Protection concerns.

Roles and Responsibilities of the DLP / Deputy DLP

- Be fully familiar with your organisation's duties in relation to the safeguarding of children.
- Have good knowledge of your organisation's guiding principles and child safeguarding procedures.
- Ensure that the organisation's reporting procedure is followed, so that child protection and welfare concerns are referred promptly to Tusla.
- Receive child protection and welfare concerns from workers and volunteers and consider if reasonable grounds for reporting to Tusla exist.
- Consult informally with a Tusla Duty Social Worker if necessary.
- Where appropriate, make a formal report of a child protection or welfare concern to Tusla on behalf of their organisation, using the Child Protection and Welfare Report Form.
- Inform the child's parents/guardians that a report is to be submitted to Tusla or An Garda Síochána, unless:
 - Informing the parents/guardians is likely to endanger the child or young person;
 - Informing the parents/guardians may place you as the reporter at risk of harm from the family; - The family's knowledge of the report could impair Tusla's ability to carry out an assessment.
- Record all concerns or allegations of child abuse brought to your attention as well as any action/inaction taken in response to these concerns.
- Provide feedback to the referrer, as appropriate.
- Ensure that a secure system is in place to manage confidential records.
- Act as a liaison with Tusla and An Garda Síochána, as appropriate.
- Where requested, jointly report with a mandated person.

[MACNAS](#) Designated Liaison Person:

Victoria Mc Cormack, Head of Creative Engagement Contact

Details:

Phone: 091 - 568896

Email: victoria@macnas.com

In the absence of the Designated Liaison Person, staff, volunteers and young people can contact

Annie Duffy McMahon, Company Administrator

Phone: 091 – 568896

Email: annie@macnas.com for advice and support on Child Protection / welfare concerns and / or disclosures.

Mandated Persons

Mandatory reporting, as outlined by the legislation, places a legal obligation on certain individuals known as 'mandated persons' to report harm or potential harm to children.

Mandated Persons have two principal legal obligations:

1. To report concerns which meet or exceed a particular threshold
2. To assist Tusla in the assessment of mandated reports, where requested to do so.

Further detail on responsibilities and procedures regarding mandated reporting and mandated assistance can be found in Section 6.6

*Note: The legal obligation on mandated persons to report only applies to information they acquire in their professional work. **It does not apply outside their work or to information they receive on the basis of a personal relationship.***

Mandated persons may make joint reports with the DLP in their organisation, however, a mandated person cannot discharge their statutory responsibility to report by reporting to another person (e.g. by reporting to their DLP).

Macnas acknowledges that it may from time to time employ persons who are identified as mandated persons as per the list in Appendix 3. The following procedures will be followed:

- Organisational roles are assessed to identify whether a staff member carrying out a specific role is deemed to be a mandated person.
- Paid workers who are mandated persons will be made aware of their responsibilities under legislation at the commencement of their employment.
- A list of all mandated persons employed by Macnas will be kept.

Macnas have clarified that they have a mandated person working within the organisation and their name and contact details are as follows:

Name: Victoria Mc Cormack

Phone: 091 – 568896

Email: victoria@macnas.com

Macnas acknowledges that the existence of mandated persons does not remove the existing obligations (moral and organisational) on others to make a report where there is a concern for a child.

All mandated persons employed by Macnas will be inducted in, and must agree to familiarise themselves in detail with, Chapter 3 of *Children First: National Guidance for the Protection and Welfare of Children 2017*.

Relevant Person

Macnas ensures that a Relevant Person is appointed to act as first point of contact in relation to the organisation's Child Safeguarding Statement.

MACNAS Relevant Person:

Contact Details:

Annie Duffy McMahon

Phone: 091 – 568896

Email: annie@macnas.com

Other Internal Welfare Structures and Roles

Macnas also operates some internal welfare structures and roles which support child protection procedures, and which are not required by Children First.

Welfare Committee

Macnas has appointed a three-person welfare committee which includes the Designated Liaison Person and two other appropriate board members, staff members or volunteers. The Welfare Committee supports the Designated Liaison Person to reach child protection reporting decisions in a confidential manner and meets only in response to a request from the Designated Liaison Person. This DLP support is in addition to available supports from the Duty Social Worker at TUSLA and the Child Protection and Welfare Officer at Youth Theatre Ireland.

Macnas's welfare committee is made up by the following people:

-Victoria Mc Cormack, Head of Creative Engagement

-Johnny O Reilly, Executive Director, Macnas

-Frank Sullivan, Chair Macnas Board

External Welfare Contact

Macnas has an external welfare contact who provides confidential welfare advice outside of office hours to the Designated Liaison Person in situations where the DLP needs urgent advice and cannot wait until TUSLA and Youth Theatre Ireland offices re-open. In the event of an emergency where the DLP thinks a child is in immediate danger and cannot get in contact with Tusla, they will contact the Gardaí.

Our External Welfare contact is Johnny O Reilly, Executive Director Macnas

Garda Ve[ng Decision-Making CommiJee

Macnas has appointed a three-person Garda Ve[ng CommiJee which includes the Designated Liaison Person, the Chairperson and one other appropriate board member, staff member or volunteer. The Garda Ve[ng CommiJee supports the Designated Liaison Person to make decisions in a confiden.al manner about the engagement of a staff member or volunteer following a garda ve[ng disclosure. The DLP can also contact the Child Protec.on and Welfare Officer at Youth Theatre Ireland for advice.

Macnas 's Garda Ve[ng Decision-Making CommiJee commiJee is made up by the following people:

-Victoria Mc Cormack, DLP

-Johnny O Reilly, Execu.ve Director, Macnas

-Frank Sullivan, Chair Macnas Board

SECTION 2.4: Policies /Procedures

Policies & Procedures

Macnas has put the following policies/procedures in place to help ensure the safe participa.on of everyone involved in the organisa.on, including members, staff and volunteers. We have collected these policies and procedures in this document:

- Welfare/Child Protec.on Policy and Procedures
- Health and Safety Policy and Procedures
- Data Protec.on and Confiden.ality Policy/Procedures
- Complaints Policy/Procedures
- Procedures for Safe Recruitment of Staff/Volunteers
- Procedures for Supervision, Provision of Training and Support for Staff/Volunteers
- Code of Behaviour for Staff & Volunteers
- Disciplinary Procedures for Staff & Volunteers
- Approach to Working with Parents / Guardians
- Anti-Bullying Policy
- Transport Policy
- Communica.ons with Young People Policy
- Use of Images Policy
- Policy on including Young People aged 18 or over (Youth Theatre)
- Guidelines on Dealing with Disrup.ve Behaviour (Youth Theatre)
- Procedures for Trips Away (Youth Theatre)
- Group Contract for Youth Theatre Members (Youth Theatre)

The implementa.on plan for our Welfare and Child Protec.on Policy takes place over a two-year cycle and includes the following keys steps:

- Write/Review & Plan: Guiding Principles and safeguarding procedures are written/ updated, and plans are put in place for implementation
- Implement & Operate: Guiding Principles and safeguarding procedures are disseminated. Staff and volunteers are inducted into these policies on starting with the organisation. Existing staff and volunteers are informed of any amendments to policies when they are made. Everyone in the organisation works to put the guiding principles and safeguarding procedures into action.
- Review and Evaluate: The guiding principles and safeguarding procedures (and their implementation) are reviewed and evaluated to ensure that all feedback and learning assists with the review of the Welfare and Child Protection Policy every two years.

SECTION 2.5: Approach to working with young people

Approach to working with young people

Macnas is committed to working with all young people in our region regardless of their economic, social or geographical situation. We will make reasonable accommodation to include young people with disabilities, additional needs.

All young people working directly in Macnas programmes are informed of safeguarding procedures and policies as they relate to their participation and are informed that they can talk to any adult in the organisation should they have a concern or worry. Young people are also informed of how to make a complaint if they have concerns about the running of their programme / project or want to provide feedback on their experiences. All children and young people are made aware of their right to be protected, consulted and treated with respect.

Services Provided to young people:

Macnas Youth Theatre

Macnas Solong

Macnas Drumming

Macnas Brass

Macnas At School

Macnas Og

Approach to working with parents/guardians

Macnas has a young person-centred approach and promotes the importance of viewing young people as social beings in their own right. We aim to create a space where they can be themselves away from any pressures they may have in their lives. At the same time, we also recognise the rights of parents to be involved in, and informed about, their son/daughter's lives including their participation in Macnas services.

Parents are performing an act of trust when their son/daughter join a Macnas program and we are obligated to honour that trust by safeguarding the wellbeing of their young person. We are aware that parents and families are also valued supporters of the Macnas through their attendance at our productions, support of fundraising initiatives etc.

We encourage dialogue with parents/guardians and encourage them to contact us should they have any questions or concerns. We especially encourage ongoing communication with parents/guardians of young people who are vulnerable and/or have additional needs.

SECTION 2.6: Approach to working with Parents / Guardians

Macnas takes the following approach to parents/guardians of our youth services members:

- We value the cooperation of parents in facilitating young people's involvement in the programme.
- We recognise the right parents/guardians have to be informed about their young person's involvement and their right to be informed about any issues that affect their son/daughter.
- We have developed an Information Sheet for Parents/Guardians which is distributed with Membership Forms each year. The information sheet:
 - Gives parents/guardians an overview of the ethos/approach and details of the policies and procedures the organisation has in place to safeguard the wellbeing of their young person.
 - Informs parents/guardians that a copy of the organisation's Child Safeguarding Statement is available to view at the venue during activities.
 - Informs parents/guardians that the organisation's Child Safeguarding Statement and Welfare and Child Protection Policy (including guiding principles) can be made available to them on request by contacting [Insert name and contact details].
 - Gives the contact details for the staff member/volunteer they should contact if they require further information about any aspect of their young person's participation in the youth theatre.
 - Gives the contact details for the Designated Liaison Person and explains that this is the person they should contact if they have a specific child protection issue or concern they wish to discuss.
 - Informs parent/guardians of the details of the organisation's Complaints Procedure.
- We require parental consent for participation of those under 18. We also request consent for using images of those under 18. We have developed a Guardian/Parental Consent Form.
- We request additional consent for away trips or other events/activities outside regular activities.
- We require details from parents of any dietary/medical requirements affecting a young person under 18.
- Parents / guardians will be informed as soon as is practicable should their young person fall ill or suffer an accident during an event/activity.
- Parents are informed about performances and other public events that will allow them to personally experience the young persons work and witness the achievements of their son/daughter.

Other Programmes for Children and Young People

Macnas models its communications with the parents / guardians of children and young people taking part in other types of programmes directly run by the organisation. The organisation ensures that parents/ guardians are provided with the necessary information around the programme / project itself, the safeguarding statement, the child protection policy, the Designated Liaison Person and complaints procedure, and asked to complete the required registration and consent forms.

SECTION 2.7: Approach to Partnership Work

As outlined in **Children First** (2017), child protection is a multi-agency, multi-disciplinary activity. Agencies and professionals must work together in the interests of children.

Macnas takes the following approach to working with other agencies and organisations in relation to child protection:

- We recognise the necessity of a coordinated approach to child protection and will cooperate with the Gardaí¹, Tusla - Child and Family Agency² and any other appropriate agency or organisation.
- We are aware that there are a number of organisations that have specific expertise in relation to child protection and the welfare of children/young people. The organisation's Designated Liaison Person, or another staff member/ volunteer, may seek advice from these organisations on a specific issue. There may be circumstances when it is more appropriate to refer a young person to another organisation /service.

Macnas sometimes works in partnership with other organisations to deliver projects, programmes and opportunities for children and young people, such as:

- Schools with our Macnas At School Program

In the context of partnership work, **Macnas** will ensure there is a clear understanding as to which organisation's guiding principles and child safeguarding procedures will be followed so that all staff / volunteers are aware of their safeguarding roles and responsibilities. Where appropriate **Macnas** will develop a child protection protocol with partners which will operate for the duration of the collaborative work.

¹ **Role of An Garda Síochána - Children First 2017:** The involvement of An Garda Síochána in cases of alleged child abuse and neglect stems from its primary responsibility to protect the community and to bring offenders to justice. Where it is suspected that a crime has been committed, An Garda Síochána has overall responsibility for the direction of any criminal investigation. It is the function of An Garda Síochána to interview and take any statements that will form part of the criminal investigation file.

² **Role of the Child and Family Agency - Children First 2017:** Tusla has responsibility for child welfare and protection services, family support, educational welfare and a range of other services, including those relating to domestic, sexual and gender-based violence. The specific role of Tusla is to promote the welfare of children who are at risk of not receiving adequate care and protection. Under the Child Care Act 1991, Tusla is obliged to coordinate information from all relevant sources about a child who may not be 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.

Third-Party Venue Rentals

If Macnas rents its venue to third-party organisations providing drama classes and other arts activities to children and young people. Any third-party company utilising the facilities for classes, rehearsals or productions that include children or young people must:

- Read Macnas' Child Protection Policy.
- Be made aware of policy practice on Adult/Young People ratios in workshops, rehearsals and productions.
- Must have appointed a Designated Liaison Person & briefed all staff /volunteers doing 'relevant work' with children and young people
- Be responsible for the review and implementation of its own Child Protection Policy, Safeguarding Statement and Risk Assessment.

Any concerns relating to third-party venue rentals shall be raised immediately with the Designated Liaison Person.

Partnership Projects with Schools and Youth Services

Prior to a partnership project between Macnas and a school or youth service beginning, Macnas will initiate discussions with the partner and develop a protocol for briefing, procedures for working safely with young people and child protection reporting procedures. Within school and youth service partnership projects, welfare and child protection is a shared responsibility between both partners.

Where partnership projects take place off-site in a school or youth service setting, the school or youth service will hold ultimate responsibility for child protection and their child protection policy and procedures will take precedence. A class teacher or youth worker is requested to remain with the facilitator and children / young people during this type of project.

Where partnership projects with schools and youth services take place on-site at Macnas (e.g., attendance as audience members at a Macnas event), then Macnas' Child Protection Policy will take precedence and staff / volunteers will liaise with the school / youth service around child protection reporting.

Where Macnas hires a venue at a school or youth service to deliver its own programme for children and young people, then Macnas' Child Protection Policy will take precedence.

SECTION 3: Working Safely with Children and Young People

SECTION 3.1: Management of Projects involving Children and Young People

Macnas operates a number of policies and procedures to safely manage all programmes and projects that it runs directly for children and young people. Sec.on 3.1 outlines key policies and procedures that relate to all projects and programmes and Sec.on 3.2 outlines some specific policies and procedures that have been developed

To ensure a safe environment for children and young people on all Macnas projects and programmes, the organisa.on has put the following policies and procedures in place:

- A registra.on system is in place for each child / young person which records the child /young person's name, address, addi.onal requirements, parental/guardian details and consent, and emergency contact numbers. Details such as aJendance, accidents, incidents and complaints received are also noted.
- The Health and Safety Policy and Procedures are followed to ensure a safe working environment for all children and young people, including procedures for risk assessments, accidents and incidents.
- Staffing of all ac.vies with children and young people is planned in advance to ensure adequate adult / child ra.os and ensure safe supervision of children / young people. Adult / child ra.os will be agreed in advance for each ac.vity / programme that are appropriate for the type of ac.vity, age range, level of addi.onal needs and context/se[ng. Where possible male and female staff members/ volunteers will support mixed-gender groups of children and young people, par.cularly on trips away.
- Children / young people are not les unalended and any ac.vity using dangerous equipment has constant adult supervision.
- Where appropriate, a group contract is developed with children and young people to support posi.ve behaviour.
- The Communica.ons Policy with Young People, Use of Images Policy and Confiden.ality and Data Protec.on Policy will be followed to ensure the safe management of images, video and social / digital media.
- The Transport and Trips Away From Home Policy will be followed to ensure the safe management of offsite work and overnight trips.

SECTION 3.1.1: An1-Bullying Policy

Macnas has a no-tolerance approach to bullying. As emphasised throughout this document, Macnas is commited to safeguarding the wellbeing of all children / young people who access its services. It is essen.al that children and young people feel safe and comfortable during any event or ac.vity. Bullying can not only destroy a child's / young person's experience of par.cipa.on but also have an impact on their physical and psychological wellbeing. Macnas has a whole-organisa.on approach to the issue of bullying. Preven.on of bullying is the role of everyone within the organisa.on from management to staff / volunteers to children and young people.

Children First (2017) defines bullying as follows:

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, 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.

Preventing Bullying

Macnas has adopted the following strategy for preventing bullying and creating an anti-bullying environment:

1. Creating and implementing an Anti-Bullying Policy and procedures.
2. Encouraging an openness among adults, children and young people, and fostering a culture of mutual respect and cooperation.
3. A discussion around bullying takes place during the drafting of group contracts with young people. Children / young people are made aware of the organisation's no-tolerance approach to bullying. At the end of the discussion there will be a clear understanding of the consequences of bullying.
4. We will also draw attention to wider considerations such as attitudes towards each other and use of language.
5. Children / young people will be given a clear message about the importance of reporting bullying and details of how to report it.

How Macnas will deal with instances of Bullying

While we have developed the following approach, we recognise that every instance of bullying will be different and have its own unique considerations.

The overriding consideration in every instance will be protecting the well-being of the children / young people involved.

Where there is a clear observable instance of bullying:

- If a staff member / volunteer involved in a project becomes aware of an instance of bullying, they should act immediately.
- If they witness bullying themselves in a group situation, they should make a clear statement that the behaviour is not acceptable, they should make reference to the group contract and the discussion around bullying.
- They should take a record of the incident and pass this on to the Designated Liaison Person as soon as possible.
- The Designated Liaison Person and staff member/ volunteer will meet with the children / young people involved to discuss the incident. Separate meetings will take place with the suspected perpetrator and target. The target will be asked how they want to proceed but it should be made clear that it cannot be ignored. Depending on the severity of the incident, whether there is an acknowledgement that the behaviour is wrong with a commitment not to display the behaviour again, and the views of the target,

there may be no further ac.on. The Designated Liaison Person and the staff member / volunteer, who reported the incident originally will con.nue to monitor the situa.on.

- In more serious incidents or where the same child / young person(s) displays the behaviour again, the Designated Liaison Person will meet again with the child / young people involved to discuss the further incidents. The parents of all the children / young people involved will be informed.
- At this stage the agreed consequences/sanc.ons will be ini.ated for the perpetrator(s).
- If following the agreed sanc.ons, the perpetrator once again displays the behaviour, suspension or permanent exclusion from the project will be considered. This ac.on will only be taken as a last resort and full considera.on will be given to the effect it may have on the perpetrator and the vic.m. It may be deemed appropriate to refer the child / young person to another agency with specific exper.se. Any ac.on will be discussed with the parents of the child / young person, unless it is felt that doing so would up the child / young person at risk.
- The target of the bullying will be supported throughout the process. The staff member/ volunteer in ques.on and/or the Designated Liaison Person will con.nue to check in with them regularly and also with their parents (if appropriate). Advice may be sought from an organisa.on with specific exper.se on how best to support them. It may be felt necessary to refer them to another organisa.on/agency.
- In the case of an expulsion, a discussion will be had with the other children / young people so that they understand the ac.on taken and have an opportunity to air any concerns or worries they may have. The target of the bullying will be consulted before any group discussion takes place.
- A wriJen record will be kept at each stage of the process.

Where there is a suspicion that bullying is taking place.

- If a staff member/ volunteer has a suspicion that bullying is taking place, they should inform the Designated Liaison Person and discuss the reasons for the suspicion and the best way to proceed.
- It may be that a decision is made to have a general group discussion on how the group are ge[ng along and, reference the group contract etc. Par.cipants will be reminded that they can approach any staff member/ volunteer if they are having any issues.
- Depending on the nature of the suspicion, the person who is the suspected target of the bullying may be approached for an informal chat.
- If they confirm an instance of bullying, the procedure outlined above will be followed.
- If they do not confirm an instance of bullying or do not believe there is a problem, the staff member/ volunteer and Designated Liaison Person will con.nue to monitor the situa.on and may take the decision that there is a case of bullying. In which case they will talk to the target again and then the perpetrator(s). From this point on they will carry out the procedure outlined under the previous sec.on.
- A wriJen record will be kept at each stage of the process

If A Child / Young Person is Aware of Bullying:

- If a child / young person is a target of bullying or is aware that bullying is taking place, they can talk to any staff member/ volunteer.
- The staff member/ volunteer should be aware that how they react is important. They should be calm and measured in their reac.on and reassure the child / young person that they have done the right thing in telling them about the situa.on.

- While they should ask the child / young person how they would like to proceed, the staff member/ volunteer should make it clear that if there is a case of bullying, the organisation cannot ignore it and will have to act.
 - The staff member/ volunteer will discuss the situation with the Designated Liaison Person and they will decide the best way to proceed. Depending on the specific circumstances, it may be decided that a general group discussion (and a reminder of the group contract) is sufficient, or it may be that the other procedures outlined above are followed.
 - The identity of the child / young person who has reported the situation, will not be shared with the group. The staff member/ volunteer and/or DLP will continue to check-in with this child / young person.

Responses/Sanctions

The following are potential responses/sanctions they may be used in a case of bullying. The chosen approach will depend on the severity of the behaviour and the wishes of the target.

1. An apology to the target and a commitment not to display the behaviour again.
2. Time-out.
3. Increased supervision.
4. Missing out on a social activity, a theatre trip or other opportunity.
5. An individual 'contract' or agreement could be developed setting out the behavioural improvements required and the rewards for their attainment.
6. Temporary or Permanent Exclusion. Permanent exclusion will be considered for more severe instances of bullying or where the other responses/sanctions have not worked. Consideration will be given to the possible consequences on the children / young people in question and the rest of the group. Where a child / young person is being excluded, we will inform their parents. We may also seek advice from an organisation with specialist expertise to ascertain the supports and services available to the child / young person in question.

Cyber-bullying

Macnas is aware of the prevalence of this form of bullying and the need to take action to prevent it. We have taken the following steps:

- Developed a **Communications with Young People Policy** that outlines how the organisation manages its presence on the Internet.
- This policy outlines the measures the organisation takes to monitor and control its presence on interactive sites such as social networking platforms and the steps it takes to protect users and, in particular, young people.
- We have developed a **Use Of Images Policy** that describes how it gathers, uses and retains images of children / young people and this is in line with advised best practice.
- We make a clear statement, in the two policies referenced above, that online bullying is not acceptable and will be dealt with very seriously. Any instance of bullying will be reported to those who run the site and, if appropriate, to the Gardaí.

-
- We promote safe and responsible use of the Internet by children / young people. Children / young people are made aware of the serious nature of cyberbullying and its potential consequences.
- We are aware that there is legislation in Ireland that has relevance to misuse of the Internet such as the Criminal Law (Sexual Offences) (Amendment) Act 2007, the Non-Fatal Offences Against the Person Act (1997), the Child Trafficking and Pornography Act 1998 and The Harassment, Harmful Communications and Related Offences Act 2020 (Coco's Law).
-

Serious instances of bullying

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

SECTION 3.1.2: Communications with Young People

Macnas is committed to ensuring all communications with children / young people are safe, respectful, appropriate, and professional. The organisation uses a number of media to communicate with young people including:

- Mobile phone • Email • WhatsApp • Theatre Website

Macnas is aware of the potential for such media to be used by those who would wish to exploit and harm children / young people. Macnas is committed to taking all reasonable measures to ensure all children / young people who are in receipt of communications or have access to the organisation's online presence are not put at risk of any harm.

TELEPHONE/MOBILE PHONE:

- Macnas Company Administrator will be the administrator/monitor on all Macnas communication groups including that include Mobile phone, WhatsApp groups and will request consent from parents/guardians for any members under 18 to include contact information within in these groups
- Any phone communication with children / young people should only be used for the effective and efficient delivery of projects and programmes.
- Access to phones that include children's / young people's contact details are controlled and restricted to those with a direct need to access them.
- Macnas does not provide children's / young people's phone numbers to any third party unless there is a legitimate reason. In this situation, the child / young person in question and their parent / guardian (if the child / young person is under 18) must give their permission. An example of this is where a member is being interviewed by a local newspaper.
- If contacting children / young people by text message, group texts will be used instead of text messages to individuals.

- In a circumstance when it is necessary to send a text to an individual child / young person, the text should also be sent to the child's / young person's parent/guardian.
- Copies of all text messages sent to children / young people should be retained.
- In the case of an emergency, where a child / young person cannot be located or if they are in danger of harm a staff member/ volunteer may contact a child / young person on their personal phone.
- No images of children / young people should be taken by staff member/ volunteer on their personal phone without permission from Macnas designated person, the leader of the group and the young Person providing specific information on what the image is for and where it will be used, images must then be deleted from the phone. Any such images should be managed in line with the organisation's 'Use of Images' policy.
- Staff members/ volunteers should never send any communication that could be interpreted as offensive or inappropriate.
- [Macnas](#) requires that staff members/ volunteers be aware of the possibility of bullying via mobile phone, not only among children / young people participating on its programme, but also the possibility that a staff member/ volunteer may use a mobile phone to bully a child / young person. There is also a possibility that a child / young person may use a mobile phone to harass or target a staff member/volunteer. Any such occurrences will be taken seriously and should be reported to the Designated Liaison Person. All such instances will be managed in line with the organisation's **Anti-Bullying Policy**
- [Macnas](#) requires that all staff members/ volunteers involved be aware of the risk of abuse being carried out/initiated by mobile phone. Any staff member/ volunteer who has any concerns about a mobile phone communication received by a child / young person should follow the organisation's **Internal Reporting Procedure**.
- Staff members/ volunteers and members should be aware that the sending of offensive or indecent material by mobile phone is treated very seriously under Irish Law.
- Staff members/ volunteers should not use a mobile phone or other device to play video/audio for children / young people unless the content is appropriate, and it is directly related to a [Macnas](#) project or programme.

USE OF EMAIL:

- Staff members/ volunteers should not use their own personal email account to communicate with children / young people. A [Macnas](#) email account has been set up for this purpose.
- All email communications with children / young people should be professional, appropriate and respectful.
- Any email communication with children / young people should only be used for the effective and efficient delivery of [Macnas](#) projects and programmes.
- Copies of emails sent to children / young people are to be retained on the organisation's email account.
- In circumstances where a staff member / volunteer needs to contact children / young people in relation to a project from an email address other than the organisation's email address, he/she is required to get permission from the Designated Liaison Person in advance and set up an email address specifically for the purpose. He/she should cease to use this email account once the project is completed. All emails should be cc'd to the [Macnas](#) address and all replies to the email from children / young people should also be forwarded to the [Macnas](#) email address.
- 'Joke' and 'circular' emails even if they seem innocuous should not be forwarded to children / young people.

-
- Emails sent to and received from children / young people should be retained on the [Macnas](#) email account.
[Macnas](#) requires that all staff / volunteers be mindful of the possibility of email communications being used not only by a participant to bully another participant but also as a means for an adult to bully a child / young person or vice versa. Any such occurrence should be taken seriously and reported to the Designated Liaison Person. All instances will be managed in line with our **An1-Bullying Policy**.
- Email communications can be used as a means of abuse/initiating abuse. Any staff member/ volunteer who becomes aware of any suspicious communication, should follow the organisation's **Internal Reporting Procedure**.

ORGANISATION WEBSITE

[Macnas](#) recognises the importance of having a website that is professional and does not expose users to any risks. The organisation is particularly aware of the need to ensure safe use for young people.

[Macnas](#) takes the following measures

- The organisation does not share any information collected via the website with any third party under any circumstances.
- We do not post content that could be viewed as offensive or inappropriate.
- Security measures are taken to ensure the website isn't susceptible to hackers.
- While the organisation website does link to third party sites, we cannot be responsible for the content on these sites, every reasonable effort is taken to ensure that such sites are appropriate and relevant to the organisation's work.
- Images contained on the site comply with our **Use of Images Policy**.
- Annie Duffy McMahon, Company Administrator monitors the site on a regular basis.
- Any content that is inappropriate or offensive will be removed as soon as we become aware of it.

Acceptable Usage Policy

[Macnas](#) asks that all users of the site comply with the following:

Users should not:

- Use the site to bully, harass or target any other user
- Add content or create a link to content that could be interpreted as offensive or inappropriate
- Use inappropriate language
- Use any content including images from the site without receiving permission from us.
- Misuse or take out of context any content on the site including images or video footage.

THIRD PARTY SITES / SOCIAL NETWORKING SITES

[Macnas](#) currently has a presence on the following third party sites:

- Facebook
- Twitter
- YouTube

- - Instagram

Due to the ever-changing nature of online technologies, there may be other sites on which it may be beneficial to have a presence in the future.

The purposes of these sites are to create an online community and to encourage dialogue among those with a shared interest. Any forum that is open to a wide or even a select group of people is vulnerable to misuse including the posting of inappropriate content or the promotion of organisations/events that do not fit with the organisation's ethos. There is a danger that social networking platforms can be used by unscrupulous individuals to defraud users or to make contact with children / young people with a view to 'grooming' them for abuse.

Macnas takes every reasonable effort to ensure safe use of any third-party sites by adhering to the following:

- With the safety of our children / young people in mind, we have considered the most appropriate and safest settings for our presence on these platforms.
- The Company Administrator oversees the moderation of all third party sites and all such sites are checked on a regular basis.
- Inappropriate content will be removed as soon as we become aware of it.
- Staff members/ volunteers should separate their own personal social networking presence from that of the organisation.
- We request that anyone who wishes to set up a social networking presence associated with the organisation but not managed by it, (e.g., an alumni group of Macnas Youth Theatre members), contact us in advance. Any content included on these sites should be appropriate and not damage the reputation of the organisation.
- Macnas will take bullying or harassment by anyone who uses our third-party sites very seriously. Any instance will be reported to those who run the website and if appropriate to the Gardaí.
- Staff members/ volunteers should report any suspicious behaviour by a user. If abuse is suspected, staff/ volunteers should follow the organisation's **Internal Reporting Procedures**.
- Other users may request us to post/share content. Such requests will be considered on an individual basis and must be in keeping with the organisation's ethos and/or of relevance to the children / young people.
- We do not require any users of third-party sites to disclose personal information.
- We will promote safe use of social networking among our youth theatre members when drafting the Macnas Youth contract.
- Where use of social media is an aspect of a specific project, staff members/ volunteers will provide clear guidance to children / young people on safe use of the platform(s) in question.
- Use of images/video footage will be in line with organisational policy.
- We will not tag or provide any contact details for children / young people on any site/platform.
- Any comments or content that could be interpreted as bullying any other user will be treated extremely seriously and will be managed in line with our **Anti-Bullying Policy**.

Acceptable Usage Policy for Macnas Third Party Sites:

Macnas requires that those who use/access its presence on a third-party sites/platforms:

- Follow the code of conduct/terms of use provided by the platform's creators.
- Do not post content/comments that could be interpreted as inappropriate or offensive • Do not attempt to defraud or target any other user.
- Do not bully or harass any other user
- Do not copy content, images or footage without receiving prior permission from the organisation.
- Do not misuse or take out of context any content, images, or footage posted.

- Do not post links to potentially inappropriate or offensive content
- Do not tag photos/videos posted by the organisation.
- Do not add comments to photos/videos that may identify individual children / young people.
- Do not identify individual children / young people e.g., when using the 'check-in' function on Facebook.

Legislation and the Internet

Macnas is aware that there is legislation in Ireland that has relevance to misuse of the Internet such as the Criminal Law (Sexual Offences) (Amendment) Act 2007, the Non-Fatal Offences Against the Person Act (1997) and the Child Trafficking and Pornography Act 1998. We will make a report to the statutory authorities if there is a criminal dimension to any misuse that relates to the organisation's internet presence.

SECTION 3.1.3: USE OF IMAGES/VIDEO POLICY

Macnas is conscious of the responsibility it has for ensuring any images/video footage of children / young people are used in a safe and responsible manner that does not put any young person at risk. Photographs and visual images are regarded as personal data under the Data Protection Acts 1998/2003. Therefore, all images must be obtained fairly and used only for one or more specified legal purpose.

We have developed the following policy on use of images/footage, informed by the Arts Council's ***Guidelines for taking and using images of children and young people in the arts sector (2009)***:

- Images/videos of young people will only be recorded if there is a valid reason relating to the project / programme.
- Consent for the use of images/footage is sought from children / young people and from the parents/guardians where a participant is under 18.
- A refusal of permission will not restrict the participation of a child / young person in the project or programme.
- Participants and guardians are informed in advance as to the specific uses of any images/video (e.g., promotional and archival purposes) and as to whether they will be provided to third parties. We will only use images/footage for the reasons specified.
- Care will be taken that children / young people whose images are captured are dressed in a way that is appropriate to their age.
- Every precaution will be taken to ensure no image/footage used will expose any member to embarrassment or distress.
- We only provide images/video footage to reputable third parties when there is a legitimate reason for doing so e.g., distributing images to the media when promoting a production. We may also share images with funders when requested to do so.
- We will only identify/provide names of individual children / young people to third parties in a situation where they are being publicly acknowledged. Parental consent will be sought before providing any details of a child / young person aged under 18.
- When using images/video the organisation will not provide information that could be used to make contact with a child / young person.
- Images/video will only be used in the context in which they were captured.

- Information such as date taken, names, context of images, and whether consent was provided will be stored with images that are retained.
- While in the vast majority of cases images of groups will be used rather than images of individual participants there may be exceptions e.g., in the case of a publicity image when it is agreed that an image of an individual child / young person is the best way to represent a production or event. If the image of a single child / young person is used, we will be especially careful that the image is appropriate, and that tight control is maintained over how the image is used and distributed.
- Images will be reflective of the diversity of our participants.
- We will be particularly sensitive when using images of children / young people whom we are aware are vulnerable and/or have additional needs.
- Any misuse of images/footage should be reported to the Designated Liaison Person as soon as possible.
- If any individual is unhappy with the manner an image/footage is obtained, used or retained by Macnas, they should follow our **Complaints Procedure**. Any such complaint will be taken very seriously, and procedures will be followed in full.
- While we cannot completely control and regulate the taking of photos or video footage at our productions/events by participants or members of the public, we request that any such images/video are not made available in the public sphere, are used in a way that is appropriate and are kept within the context in which they were captured.
- It will be made clear to children / young people that there are situations when it is inappropriate to capture photos/footage of each other. For example, while young people are getting dressed or undressed. In [Macnas](#) young people will be made aware of safe capturing and use of images during the Group Contract discussions. It will be made clear to them that they need to think carefully before they post an image where it can be viewed by others and should not take images out of context. They will be made reminded there are unscrupulous individuals who might use images to identify young people and may seek to make contact with them.
- Staff members/ volunteers should be alert to the possibility of children / young people capturing and distributing images with a view to causing another child / young person embarrassment or upset. Participants will be informed that any such occurrence will be taken extremely seriously and will be treated as an instance of bullying. Depending on the circumstances, it may be treated as a child protection issue and a report may be made to the statutory authorities.

Use of images/footage on the Internet

The posting of images/footage on the Internet is an area of particular risk and [Macnas](#) is cognisant of the possibility of images and video being used and manipulated by those who seek to harm children and young people and the danger of any information provided being used to contact a young person with a view to grooming them for abuse.

[Macnas](#) takes the following steps for the use of images/footage on the Internet:

- Particular care will be taken when posting such content on the Internet that it is appropriate, does not provide any information that could be used to contact or locate a child / young person and does not put them at risk in any other way.
- While it is impossible to completely control use of images once they are posted to the internet, we request that all users of our own website and any third-party sites on which we have a presence adhere to the following, taken from our Acceptable Usage Policy:
 - Do not use any content including images from the site without receiving permission from [Macnas](#)
 - Do not misuse or take out of context any content on the site including images or video footage.
 - Do not tag photos posted by the organisation.

- Any comments added should be respectful and not targeted at any particular child / young person.
- Do not add comments to photos that may identify children / young people in the photo.

SECTION 3.1.4: 'Working Online with Young People' Policy

- **Macnas** will seek consent from parents/ guardians of all participants aged 18 and under for their participation in online programmes/ activity. Permission will be sought for use of each individual app / platform / social media site which is proposed to deliver online activities and assist with communication. Clear guidance will be given on levels of engagement, dates and times of online workshops, how to join scheduled online workshops and requirements of the child / young person participating.
- When planning online programmes **Macnas** staff /volunteers will consult with children / young people to check they are comfortable using selected apps/ online platforms and whether they are experiencing any barriers to participation such as limited broadband access, limited access to equipment or other issues that impact their ability to interact via screen such as a visual impairment. All efforts will be made by staff / volunteers to prioritise inclusion when designing online programmes/activities.
- All members and parents /guardians will be issued with phone contacts for **Macnas**. If any child / young person or a parent/ guardian has an issue or concern regarding involvement in an online programme, they should contact the organisation so the issue can be addressed as soon as possible.
- **Macnas** will not require children / young people to have an account to participate in video conferencing sessions on platforms such as Zoom.
- Zoom workshops or any online workshops should be hosted from an account held and managed by **Macnas** only.
- **Macnas** staff will ensure that Zoom workshop links are sent out close to events, that Zoom workshops are password protected and that waiting rooms are enabled.
- **Macnas** will avoid recording workshops except in exceptional circumstances where recording the workshop is necessary for the content of the programme (e.g., recording a theatre performance made online). If recording a meeting is necessary, staff / volunteers should store the recording securely on **Macnas** equipment for a specified period of time in line with the organisation's data retention policy. Permission will be sought from the young person and their parent/ guardian (where the young person is aged 18 or under).
- **Macnas** staff will familiarise themselves with the features of any platform / app selected for online work and will provide clear guidance for children / young people, their parents/ guardians and other staff / volunteers (where relevant) on the safe use of the app prior to working online. When selecting any new online platform for activities, **Macnas** staff members / volunteers will review the appropriateness of the platform from a safeguarding point of view.
- The same adult to young people ratios and procedures apply online as they would in the physical space.
- Any person contacted by **Macnas** to carry out relevant work and engage with children / young people online is required to be fully vetted prior to commencing work.

- If a staff member/volunteer has a child protec.on or welfare concern whilst working online with a group, they should follow internal repor.ng procedures and report to the DLP in the usual way. **Group Contracts for Online Work**

Group Contracts are used specifically with Macnas Spectacle Youth Theatre but can be developed for online work with any appropriate project / programme.

Macnas staff / volunteers will create a group contract with children / young people taking part in an online ac.vity in the same way they would do offline. The Group Contract is a working document which is updated as needed throughout the project by staff members / volunteers in consulta.on with the group. Online Group Contracts can cover expecta.ons around rules / code of conduct, inclusion, dressing appropriately, posi.ve feedback, how the group will treat each other etc. and could include points such as:

- When selec.ng your screen name never use your full name, first names will do.
- Make sure the people you are living with know you are on Zoom (or another video conferencing app). Do not include them in the chat unless requested to by staff / volunteers for a reason specific to the programme.
- Be on .me for online sessions.
- We encourage the full participa.on of children / young people in zoom workshops to help you get the most out of the project / programme and we ask all young people to have their cameras and sound turned on. If this makes you feel uncomfortable or is challenging for you in any way, please let us know so we can discuss ways to support your participa.on.
- Wear appropriate clothing, even on parts of you that you think won't be seen.
- Remember it is easy to misinterpret things online.
- Please contact a staff member / volunteer if you feel worried about anything.
- Do not record or take photos of anything without the consent of others.
- When making and submi[ng videos as part of youth theatre online projects:
 - Do not use your full name.
 - Avoid filming anything that might disclose too much personal/sensi.ve informa.on about you and your daily life/ rou.nes.
 - Do not film anyone else under the age of 18. - Wear appropriate clothing.

SECTION 3.1.5: Transport Arrangements

Macnas has adopted the following approach to giving liss to children / young people:

- Parents/Guardians are informed that they should ensure their child / young person has a safe way to get to and from Macnas projects and programmes. If they are collec.ng their son/daughter, they are asked to do so on .me.
- It is made clear to parents/guardians, that if they are collec.ng their son/daughter and are delayed, they need to ring Macnas to let the staff / volunteers know. In Macnas they are informed of this via the Informa.on Sheet for Parents/Guardians.

- While it is advised that staff members/ volunteers don't give lifts to children / young people, there may be circumstances where there is no alternative such as if you feel that a child / young person will be less in a potentially dangerous situation otherwise.
- If a staff member/volunteer decides that there is no alternative to giving a young person a lift, they should ideally have another adult or failing that another young person in the car. They should inform the parents/guardians that they will be bringing their son/daughter home. The staff member/volunteer should also inform the Designated Liaison Person or, if it is the Designated Liaison Person giving the lift, another adult from the organisation should be informed.
- Staff members/volunteers should not give lifts to children / young people on a regular basis.
- Staff members/ volunteers should check their motor insurance policies to ensure that they are covered under these circumstances.

SECTION 3.2.2: Group Contract

In [Macnas](#) group contracts allow youth members to explore young people's roles, responsibilities and expectations in the group, to agree on rules around behaviour and to reduce the possibility of bullying arising. Group contracts allow young people to contribute to how their group operates and facilitates their opinions being heard. Group contracts are also made available to parents / guardians so there is a shared understanding of what is expected from young people and the ethos of the youth theatre.

- A Group Contract will be developed by leaders and young people in each workshop group on an annual basis (and for individual projects where appropriate).
- Group contracts are developed by leaders and young people in workshops through discussion and activities.
- Group contracts are displayed in workshop rooms and signed by youth theatre members.
- As part of Group Contract discussions, leaders will introduce topics such as: the rights of members; the responsibilities of members; the right to feel safe in the youth theatre and information on how to contact the Designated Liaison Person; key issues around use of images and working online; a 'no tolerance' approach to bullying; and any other youth theatre rules such as a 'no tolerance' approach to alcohol and drugs.

SECTION 3.2.5: Dealing with Challenging or Disruptive Behaviour

In its work with young people, [Macnas](#) emphasises the benefits and rewards for positive behaviour. However, there may be occasions when the behaviour of a young person or a group of young people disrupts the work of the group and impacts negatively on other members. [Macnas](#) promotes positive behaviour and creates an environment where disruptive behaviour is not acceptable by:

- Creating a Group Contract with the participants that outlines not only the rights of participants but also their responsibilities and the kind of behaviour that is unacceptable.
- Emphasising on an ongoing basis, the necessity of teamwork and cooperation, not only to ensure that the objectives of the youth theatre are met, but also to ensure that everyone involved has a positive experience.

- Promoting awareness of the benefits to be gained from giving full commitment and focus to the youth theatre and the goals that can be achieved by doing so.

Dealing with Instances of Disruptive Behaviour

There are a whole range of behaviours that could be termed 'disruptive'. It is impossible to offer appropriate responses for the full range of behaviours. The following are general pointers. If a staff member/ volunteer is unsure about how to handle a specific situation, they should contact the Designated Liaison Person.

- Staff members/volunteers should always react calmly, regardless of the level of frustration involved. They should never act in a way that intimidates, ridicules or humiliates any young person. Any response should be in line with Macnas' Code of Behaviour for Staff/ Volunteers.
- The response to any instance of disruptive behaviour should always be proportionate.
- The response should be initiated as soon as possible and should be explained in full to the participant.
- More than one staff member/ volunteer should be present when dealing with disruptive behaviour.
- A written record should be kept of the behaviour and the response to it. This should be given to the Designated Liaison Person as soon as possible.
- The staff member/ volunteer should contact the Designated Liaison Person to discuss involvement of the parents and the best way to go about this.

Possible Responses to Disruptive Behaviour

As indicated above, each scenario will be different, and responses should always be proportionate.

- Depending on the seriousness of the behaviour, it may be sufficient for the disruptive nature of the behaviour to be explained to the young person and the Group Contract referenced.
- Some way of making amends/restoration – e.g., if something is broken, it is replaced or if a possession is taken, it is returned.
- Time-out
- Increased supervision
- Sanctions such as missing out on a social activity, a theatre trip or other opportunity.
- An individual 'contract' or agreement could be developed setting out the behavioural improvements required and the rewards for their attainment.
- Temporary or Permanent Exclusion. Permanent exclusion will only be considered when other possible options have been exhausted and/or when it is felt that the behaviour is putting other young people at risk. Full consideration will be given to the possible consequences on the young person in question and the rest of the group.

Additional Support/Referral

To ensure that a young person's needs are being met and that they are getting the best possible support, additional or specialist advice may be sought from other agencies or organisations. It may be felt that it is necessary to refer a young person to another agency.

If it is felt that the behaviour is the result of some trauma or that the young person who is displaying disruptive behaviour is at risk in any way, a decision may be taken to make a report to Tusla - Child and Family Agency. [Macnas](#) Internal Reporting Procedures should be followed.

Parents/Guardians and Disruptive Behaviour

[Macnas](#) recognises the importance of informing parents/guardians about their young person's participation in the youth theatre and any issues pertaining to it. In terms of disruptive behaviour, parents/guardians will be informed about any instance of disruptive behaviour that elicits a response beyond the more informal one outlined in Possible Response 1 above. If it is felt that informing a parent/guardian of a young person will put them at risk, they will not be informed. [Macnas](#) Designated Liaison Person may seek advice from Tusla if they have a concern about informing parents/guardians.

SECTION 4: Health and Safety Policy and Procedures

[Macnas](#) is aware of the duty of care it has to staff, volunteers, children, young people and all those who access its services.

We use [Macnas workshop at Fisheries Field](#) for our weekly workshops and productions. We have a copy of the Health and Safety Policy including the Safety Statement for the venue.

[Macnas](#) has taken the following steps to safeguard the physical wellbeing of children and young people:

- We ensure that venues for our events/activities are fit for purpose and well maintained.
- We adhere to the safety instructions and fire regulations provided by venues we use.
- If staff members/ volunteers identify a hazard in a venue, they should inform the venue's staff.
- Risk Assessments are carried out for [Macnas](#) activities and all other programmes / projects involving children / young people.
- Fire Drills are organised twice a year in cooperation with the venue.
- We take a register of all who are present at workshops.
- We ensure appropriate levels of supervision are provided for all activities/events.
- We have procedures in place should an emergency arise. **(See Section Below)**
- All activities are led by practitioners who have a high level of expertise in the particular practice. We recognise that this is particularly important in activities where there is an increased level of physical risk. Participants are informed when they carry out exercises with increased risk, that these exercises should only be attempted under expert supervision.
- Checks are made to ensure equipment/materials used are safe and fit for purpose.
- Activities are age appropriate and developed with the specific abilities and needs of the participants in mind.
- We assess proposed activities in advance at board meetings. Health and Safety is always a factor that is considered when programming events and activities.
- Johnny O Reilly Executive Director of Macnas is responsible for the implementation of the organisation's Health and Safety policy/procedures. It is the responsibility of all staff members/ volunteers to

familiarise themselves with the Health and Safety policy and procedures and observe them in their work.

- Macnas Health and Safety policy included in appendices
- Young people will be instructed in manual handling techniques if they are moving sets etc.
- Health and Safety Policy and procedures are reviewed annually.

Risk Assessments

Risk assessments are conducted as part of [Macnas'](#) programme planning. There are seven aspects to our Risk Assessment:

- Iden.fy Risk
- Iden.fy people who might be harmed and how
- Poten.al Outcomes
- Likelihood of these Outcomes
- Poten.al Severity of these Outcomes
- Ac.on Required to Reduce Risk
- Details of when and how the Ac.on will be taken.

Incidents / Accidents Policy and Procedures

In any emergency situa.on, the wellbeing of the child / young person will always be our overriding concern and any ac.on taken should reflect this. Although every emergency situa.on will be different and will have its own unique factors, the following is an outline of the procedures that should be followed by staff/ volunteers.

- A well-stocked First Aid Kit is available at all .mes. We will endeavour to train staff members/ volunteers in First Aid. If a trained First Aider is not available at [Macnas'](#) ac.vi.es in other venues, staff members/ volunteers can contact the on-duty First Aid person at that venue.
- Staff members/ volunteers are provided with details of local doctors/ hospitals and other local emergency services such as the Gardaí
- Staff members/ volunteers are provided with emergency contact details for parents and also details of any dietary/medical requirements a par.cipant may have. **(This informa1on is to be managed as outlined in our Data Protec1on and Confiden1ality Policy).**
- We will inform parents/guardians of illness and/or injuries suffered by their son/daughter • Depending on the severity of the illness/injury, the following steps may be taken:
 - it may be decided that it is sufficient for the par.cipant to sit out the session
 - it may be decided that the best course of ac.on is for the young person to leave the session early. If this is the case, we will contact the parents/guardians. We will request that they collect the member in ques.on. If they are unable to do so, the staff member /volunteer must ask them if they are agreeable for the young person to make their own way home.
 - it may be decided that the young person requires the aJen.on of a medical professional. In this case, the parents will be asked to come to the venue as soon as possible.
 - If the illness/injury is thought to be serious and/or life threatening, an ambulance should be requested immediately. A staff member/ volunteer should accompany the young person to the hospital if a parent/guardian is not present. The parent/guardian will be asked to go to the hospital as soon as possible so that the staff member/ volunteer can leave.
 - If the Designated Liaison Person is not present, he/she should be informed also.

- An **Accident Report Form** should be completed by the appropriate person as soon as possible if an accident occurs. The best person to complete this will usually be the First Aid person who made the initial assessment, but it may be that they are not aware of all the relevant information e.g. if someone else goes to the hospital with the young person. In this case, they should complete the report together. Staff or volunteers should contact the Designated Liaison Person if they are unsure how to proceed with this.
- An **Incident Report Form** should be completed by the appropriate person as soon as possible if an incident occurs. An incident does not usually involve any casualty or loss of life and it should be reported separately from accidents as they may need to be referred to when considering suspected child abuse or neglect. The best person to complete this will usually be the most senior staff member / volunteer present. The staff member / volunteer should contact the Designated Liaison Person to communicate the incident so the DLP can consider any welfare or child protection implications.

Note: If a staff member/ volunteer leaves the venue, for example, to accompany a member to hospital, the Designated Liaison Person or Chairperson, (if not present) should be informed as soon as possible.

Retention Periods

Risk Assessments: 10 years

Accident/Incident Reports: 10 years

Insurance

Macnas has Insurance Cover with **Event Insure** this cover includes Public Liability Insurance and Employer Liability Insurance (that includes cover for volunteers). At the time of renewal of policy, we provide the insurance company with an outline of our programme for the year. If there are adjustments to the programme, we contact the Insurance Company to inform them and where necessary the insurance cover is adjusted accordingly.

SECTION 5: Recruitment and Management of Staff/ Volunteers

SECTION 5.1: Recruitment of Staff and Volunteers

Macnas recognises good recruitment practice is an important element in safeguarding the welfare of our members. We will adhere to the following procedure for the recruitment of paid staff under employment contract (including temporary and permanent employment contracts). The Chairperson will be responsible for overseeing the recruitment process.

We will observe the following principles:

- Roles and responsibilities will be clearly defined and a role/job description will be developed.

- Posts for employment contract positions will be advertised widely in an appropriate method for the organisation.
- For any roles involving *relevant work*, as defined by the National Vetting Bureau (Children and Vulnerable Persons) Acts 2012 to 2016, it will be made clear that the role is subject to garda vetting.
- Candidates will be required to complete an application form including a declaration of suitability for any role involving direct work with young people.
- A panel of at least two representatives will select paid staff under employment contract through an interview process.
- We will select the most suitably qualified candidate. We will re-advertise the position if we are not satisfied that we have found a suitable candidate.
- At least two references that are recent, relevant, independent and confirmed will be necessary.
- The identity of the preferred candidate will be checked as part of the Garda Vetting process.
- No person who would be deemed to constitute a 'risk' will be employed. Applicants with any child-related convictions and applicants who refuse to submit a garda vetting application will cease to be considered for a role. Where details of convictions / specified information are returned in relation to any applicant as part of the garda vetting process, the suitability of each applicant will be considered on a case-by-case basis following the decision-making procedures outlined in Youth Theatre Ireland's Garda Vetting Consortium Policy.
- The appointment of a paid staff member (including temporary and permanent employment contracts) will be approved by The Board of Directors.

Once selection has taken place:

- We will adhere to The National Vetting Bureau (Children and Vulnerable Persons) Acts 2012 to 2016 which makes it clear that a contract cannot be issued, or employment commenced until the garda vetting process is complete for any roles that involve what '*relevant work*'. The garda vetting process for the successful applicant will be initiated as a matter of urgency.
- We will confirm the ID of the selected applicant. The Chairperson will request official photo ID i.e., a passport or driver's licence.
- All references will be followed up. Rather than relying solely on written references, the Chairperson shall speak to referees by telephone.
- Once the garda vetting process is satisfactorily completed, a contract of employment will be issued. The contract will include but is not limited to the following:
 - the nature of the contract will be stated e.g., the period of time covered, part-time/full-time.
 - details of the probationary period.
 - hours of employment. It will be made clear whether additional hours may be required. We will also state whether there will be remuneration for extra work or whether a time in lieu system will operate.
 - details of the person to whom the employee reports. This will normally be the Chairperson.
 - outline of unacceptable conduct and disciplinary procedures
 - the contract will also state the staff member must adhere to the organisation's ethos, approach to working with young people, Code of Behaviour, Welfare and Child Protection Policy and any other relevant policies/procedures
 - re-vetting period for all staff/volunteers i.e., every three years.
 - an outline how the contract can be terminated.

Recruitment of Paid Freelance Practitioners

Macnas may approach a freelance practitioner from time to time with a view to fulfilling a role within Macnas Spectacle Youth Theatre, or another programme/project, under a contract for services. A representative from the organisation will meet with the individual to discuss the possibility of working with Macnas.

In this situa.on, the garda ve[ng process will be ini.ated as soon as the individual indicates they are interested in working with [Macnas](#). The names and contact details of two referees will be requested and followed-up on. Upon comple.on of the Garda Ve[ng process, if the individual is asked to work with the organisa.on, then a contract for services may be issued including a role descrip.on (depending on length of engagement).

Recruitment of Volunteers

- Rather than a job descrip.on, voluntary posi.ons will have a role descrip.on. Most of the elements of a job descrip.on will s.ll be present. There will be a descrip.on of the role and details of the kinds of experience and quali.es [Macnas](#) is seeking.
- Informa.on such as hours of work will be outlined.
- A volunteer applica.on/informa.on form has been developed that includes a declara.on of suitability.
- References will s.ll be sought and checked.
- Volunteers are subject to the provisions of the Na.onal Ve[ng Bureau Act in the same manner as paid staff. Our **Garda Vebng Policy** will be adhered to in full for volunteers.
- Rather than a formal interview, two representa.ves from [Macnas](#) will meet with the poten.al volunteer. This mee.ng will allow them to assess the suitability of the volunteer for the role. It is also an opportunity for the poten.al volunteer to decide whether the role is suitable for them.

SECTION 5.2: Garda Vebng Policy

As detailed already, [Macnas](#) has a robust recruitment/selec.on policy. While we recognise the importance of garda ve[ng in safeguarding the wellbeing of children and young people, we also recognise that it is only one aspect of safe recruitment.

Macnas receives its Garda Ve[ng through Create.

- We are familiar with the provisions of the **Na1onal Vebng Bureau (Children and Vulnerable Persons) Acts 2012 to 2016**.
- It is an offence to engage a person, paid or voluntary, to carry out relevant work without having first received a garda ve[ng disclosure.
- We cannot issue a contract of employment or make any agreement with an employee, freelancer or volunteer un.l the ve[ng process is complete.
- It is an offence to use garda ve[ng disclosures in any way that contravenes the legisla.on including the sharing of garda ve[ng disclosures with any third party.
- We are required to inform all applicants they can request a copy of their garda ve[ng disclosure. If requested, we will provide a copy of his/her disclosure to an applicant.
- The Minister for Jus.ce may set a period for re-ve[ng of employees/volunteers. It will be an offence under the legisla.on not to submit employees/ volunteers for re-ve[ng within this period. Un.l this period is prescribed, re-ve[ng will take place every three years as recommended by Youth Theatre Ireland.
- We will not accept an exis.ng garda ve[ng disclosure from an individual.

- We will inform any person to whom we have provided a copy of their garda ve[ng disclosure, that the disclosure cannot be used as proof of ve[ng.
- We will retain a ve[ng disclosure on file for each staff member/ volunteer in the organisa.on who works with children or young people.
- We have nominated a Designated Liaison Person for garda ve[ng. We recognise that the DLP is the only person with whom Youth Theatre Ireland's Liaison Person will share or discuss garda ve[ng disclosures. • We will follow the procedure for eVe[ng as outlined in the policy.
- We recognise that each applicant must complete a Ve[ng Invite Form and we will provide applicants with a copy of the **Informa1on For Vebng Applicants** provided by Create.
- We will validate the iden.ty of all ve[ng applicants as outlined in the policy. The DLP will forward a copy of the proof of iden.ty documents to Youth Theatre Ireland's Liaison Person with the completed Ve[ng Invite Form.
- We will adhere to the guidance provided by the Na.onal Ve[ng Bureau when valida.ng iden.ty.
- We accept that garda ve[ng is only one aspect of good recruitment and child protec.on/welfare prac.ce.
- We accept it is [Macnas's](#) responsibility to ensure all employees/volunteers who carry out relevant work submit a garda ve[ng applica.on.
- We will ensure all applicants are aware of the necessity of submi[ng their ve[ng applica.on without delay.
- We understand that ve[ng disclosures are of a highly sensi.ve nature and subject to data protec.on legisla.on. We will follow the guidance on confiden.ality and reten.on of garda ve[ng disclosures provided in the policy.
- We agree to develop a mechanism and procedure for decision-making and appeals based on best prac.ce as contained in the policy.
- We recognise the necessity of managing disclosures within a legisla.ve, human rights and natural jus.ce framework.
- We acknowledge that it is the responsibility of [Macnas](#), to make decisions on garda ve[ng disclosures.
- We give permission for the name of the organisa.on and the contact address to be provided to the Na.onal Ve[ng Bureau as is required of all consor.a members under the legisla.on. Our Designated Liaison Person for Garda Ve[ng is [Victoria Mc Cormack](#)

Who do we Vet?

We will adhere to the garda ve[ng legisla.on and vet those who carrying out relevant work:

Relevant work is defined by the Na1onal Vebng Bureau (Children and Vulnerable Persons) Acts 2012 to 2016 as follows:

any work or acOvity which is carried out by a person, a necessary and regular part of which consists mainly of the person having access to, or contact with children in:

- *Childcare Services*
- *Schools*
- *Hospitals and health services*
- *ResidenOal services or accommodaOon for children or vulnerable persons*
- *Treatment, therapy or counselling services for children or vulnerable persons*

- *Provision of leisure or physical activities to children or vulnerable persons (unless this is incidental to the provision of services to a mixed group including adults)*
- *Promotion of religious beliefs*

The only exemptions to vetting listed are:

Persons who assist occasionally and on a voluntary basis in certain activities or events be they school, sport or recreational. This provision recognises the occasional but necessary involvement or assistance of parents or other persons in certain activities in which children or vulnerable persons are participating. [The National Vetting Bureau Act].....will apply where such involvement includes coaching, mentoring, counselling, teaching or training of children or vulnerable persons.

Hence we require all staff/ volunteers who have any facilitation, training or teaching role in [Macnas](#) to submit a vetting application form.

We also vet those who fall into the following categories:

- Any person whose role involves supervision of children / young people e.g. a leader for a trip away or a volunteer/ staff member who fulfils the 'second adult' in the workshop space role. Also included is anyone engaged to carry out extra supervision for productions etc.
- Any person with an admin role who may carry out supervision of children / young people or have direct contact with children / young people through their role.
- Directors/Assistant Directors of productions involving children and young people
- Stage Managers and Production Managers of productions involving children and young people
- Costume/Lighting/Sound Designers and Operatives of productions involving children and young people
- Those documenting events involving children / young people
- Those evaluating events involving children / young people
- Any person whose role may involve communicating directly with children / young people.

As required by the National Vetting Bureau, we do not vet board members unless their role requires direct work or contact with children / young people.

We recognise that we cannot issue a contract or engage the services of anyone carrying out relevant work without receiving a garda vetting disclosure. Therefore, when planning our programme, we will make an assessment of the individuals we will need to deliver elements of the programme that involve relevant work with children/young people. Once these potential staff members/ volunteers have been identified, we will contact them to begin the garda vetting process.

Decision-Making on Garda Vetting Disclosures

We recognise that while the well-being of children/young people is of paramount importance, receiving a disclosure outlining a conviction in relation to a potential staff member/ volunteer, does not necessarily mean this person cannot be employed by Macnas

Garda Vetting of Under 18's

To be considered a leader / facilitator within [Macnas](#) you must be aged 18 or over. We do not permit any person under 18 to assume a position of responsibility or supervise other children / young people. For this reason, we do not require anyone under 18 to be vetted.

International Vetting

Under the Irish vetting system, even if an applicant has no Irish addresses, they are still required to make an application for garda vetting. The e-Vetting system allows inclusion of addresses from anywhere in the world.

Where a potential staff member/ volunteer has no Irish addresses (or has spent a considerable period of time outside Ireland) we will also request a copy of the standard police clearance available in the jurisdiction(s) in question.

5.3: Support, Supervision and Training of Staff and Volunteers

Support and Supervision

- [Macnas](#) recognises that in order to ensure that the wellbeing of children / young people is safeguarded, volunteers are subject to the same policies and procedures as paid staff.
- All new staff members and volunteers are inducted into the ethos, policies and procedures of the organisation. The Volunteer Coordinator will meet with them, carry out an induction session and assess child protection training needs.
- All new staff members/volunteers will be advised who to report to and who to contact should they have any issues or concerns relating to their work. This will normally be the Education Coordinator.
- The Volunteer Coordinator will meet with staff members / volunteers at agreed intervals (in groups or on an individual basis) to ensure supervision. These meetings will offer staff members/volunteers an opportunity to discuss their work, review their progress in the organisation and discuss future plans. These meetings will offer [Macnas](#) an opportunity to support staff members / volunteers, identify strengths and training needs, ensure good communication and encourage the staff members/volunteers to take responsibility for their work.
- Senior staff members/volunteers may be asked to contribute to board meetings to report on their work and the activities of the organisation.
- All staff members / volunteers, including those who work on a short-term basis, will be encouraged to offer feedback on their experience.

Training

- The training and support needs of new staff members/ volunteers will be discussed at the initial induction session.
- All staff members/volunteers who work directly with children / young people are required to complete child protection training that is appropriate to their role and level of responsibility.
- Staff members/ volunteers with safeguarding roles and staff members, board members and volunteers who work directly with young people are required to complete Tusla's [Children First ELearning Programme](#) and are asked to renew their certificate every three years while they are working with the organisation.

- All staff members/volunteers who work directly with young people on a regular basis are supported to complete the Child Protection Awareness Certificate (offered by Youth Theatre Ireland and the National Youth Council of Ireland) and renew their training every three years.
- Other child protection / welfare training will be sourced for staff members / volunteers as appropriate to their role and level of responsibility. E.g., DLP training for DLPs/Deputy DLPs (offered by the National Youth Council of Ireland), training in supporting LGBTI+ young people, training in supporting wellbeing and mental health issues etc.
- A training log is maintained by the DLP which records the safeguarding training that staff/volunteers have attended, the completion date of the course and the expiry date of certificates (Appendix 6).
- Depending on the role, the needs of the staff member/ volunteer, and the resources available to Macnas other training will also be sourced. This may include: First Aid training; facilitation training; other arts training such as directing, specific theatre skills, writing etc.; training in the administrative, finance and governance aspects of the organisation.
- Staff members/ volunteers will be encouraged to link in with other organisations and networks such as Youth Theatre Ireland.

SECTION 5.4: Code of Behaviour for Staff and Volunteers

All staff and volunteers must adhere to the following Code of Behaviour

Practice

- Adhere to the Macnas ethos and mission statement.
- Be familiar with and follow best practice as outlined in the organisation's policies and procedures when working with young people.
- Treat all young people fairly and equitably – do not discriminate on the grounds of gender, race, religion, ethnicity, cultural background, sexual orientation or socioeconomic status, family status, age or disability.
- Listen to and respect the opinions of members.
- Act in a way that is professional and responsible.
- Help create an environment in which children / young people feel comfortable, accepted and able to express themselves.
- Ensure that the material/approach is age appropriate and suits the developmental needs of the group.
- Provide encouragement and support to all young people regardless of their ability.
- All criticism should be constructive and not overly focused on any one individual.
- Adhere to and enforce the group contract within all youth groups
- Encourage feedback and discussion.
- Use appropriate language. Avoid jokes or comments that could be interpreted as inappropriate.
- If delivering a workshop session or leading a rehearsal, ensure adequate preparation.
- Be willing to participate in evaluations.
- Never use an individual's personal trauma as material for the drama process.
- Be prepared for situations whereby issues raised in the drama workshop may make a young person uncomfortable or upset. This may even happen with material that seems 'safe'.
- Be aware of your own level of competence and experience. Do not introduce exercises or material that he/she doesn't feel comfortable in delivering, especially if it is physically demanding and/or involves increased risk.
- Be aware that your work with the group and how they conduct themselves will have a bearing on the reputation of the organisation.
- Be mindful of participants' level of comfort when doing exercises that require physical contact.

Welfare/Child Protection

- Be familiar with and adhere to [Macnas'](#) policies and procedures.
- Be aware of any medical or other factors that may affect a young person's participation. If privy to sensitive personal information, ensure it is managed in line with [Macnas' Data Protection and Confidentiality Policy](#).
- Report any concerns about the wellbeing of a child / young person to the Designated Liaison Person and follow reporting procedures.
- Report any child protection / welfare concerns about the behaviour of another staff member / volunteer to the Designated Liaison Person. Report any child protection / welfare concerns about the behaviour of the Designated Liaison Person to the Deputy Designated Liaison Person. Where appropriate, disciplinary procedures or child protection reporting procedures should be followed.
- Respect a child / young person's personal space and privacy.
- Never behave in a way that could be interpreted as inappropriate.
- Never let a situation get out of control. Often the worse thing to do is nothing.
- Adhere to [Macnas](#) policy on adult/young person ratios
- Be sensitive to instances of bullying and follow [Macnas'](#) policy.
- Try to avoid giving lifts to children / young people if at all possible. Follow the organisation's policy on transport arrangements.
- Avoid spending excessive amounts of time alone with children / young people and don't socialise inappropriately with members e.g., outside of [\[Macnas activities\]](#).
- Be mindful of how meeting an individual young person could be interpreted. Ideally have another adult present or meet in a public place.
- Be mindful of the danger of creating "dependent" relationships with specific young people. Such relationships can be problematic for both facilitator/ leader and child/ young person and often if a young person needs support with a particular issue or situation, you should refer them to a third party with specific expertise. Let the Designated Liaison Person know should an issue arise.
- Recognise the importance and weight of personal promises to children / young people. Never make promises you can't keep e.g., if a young person makes a disclosure of abuse to you, you can't promise confidentiality.
- Follow [Macnas'](#) Health and Safety policy and procedures. If you have any concerns about the safety of a venue or equipment, inform the appropriate person.
- Follow [Macnas'](#) policy on communicating with young people by phone, email, social media etc.

SECTION 5.5: Disciplinary Procedures for Staff/Volunteers

[Macnas](#) is committed to a balanced and fair approach in all disciplinary matters involving staff members and volunteers.

- All staff members/volunteers will be provided with a written copy of disciplinary procedures on commencement of their work with the organisation.
- As a general rule, an attempt should be made to resolve disciplinary issues of a less serious nature between the staff member/volunteer concerned and his/her immediate supervisor. This could be done on an informal or private basis.
- Where this is not possible or appropriate; where the nature of the complaint is more serious; or where the disciplinary issue is not resolved in discussions with the immediate supervisor, then disciplinary

procedures will be managed by the Chairperson. If it is felt appropriate, an external person may be asked to manage the process.

- Staff / volunteers are made aware of offences which may lead to disciplinary action through induction in this policy on commencement of their engagement with the organisation. The following list of offences may lead to disciplinary action but is not comprehensive or exclusive:
 - Abusing a young person
 - Bullying a young person or colleague
 - Breach of Health and Safety rules
 - Refusal to carry out instructions from an authorised person
 - Persistent unsatisfactory performance, time keeping or attendance - Being under the influence of drink or drugs during the working period - Falsification of the organisation's records or documents.
 - Stealing or authorised disposal of organisation's property, misuse of property, materials or equipment.
 - Breach of contract/agreement
 - Harassment
 - Behaviour which may bring the organisation into disrepute.
 - Violation of Criminal Law.
 - Disorderly or violent conduct while on duty.
- The Chairperson (or external person) will examine and process disciplinary issues fairly by:
 - Ensuring that procedures are rational and fair, and that the basis for disciplinary action is clear.
 - Putting the details of any allegations or complaints to the staff member / volunteer concerned.
 - Giving the staff member / volunteer an opportunity to respond fully in a meeting.
 - Giving the staff member / volunteer an opportunity to avail of the right to be represented by a peer in the meeting (i.e., staff may be represented by a colleague or volunteers represented by another volunteer etc.)
 - Taking into account any representations made by, or on behalf of, the staff member / volunteer and any other relevant or appropriate evidence, factors or circumstances.
 - Seeking outside input or advice where necessary, for example legal advice may be sought for any disciplinary action that has contractual implications.
 - Making a determination of the issues concerned in a fair and impartial manner.
 - Keeping a confidential written record of this meeting.
 - Informing the staff member / volunteer of a decision as soon as it is made and advising them that they have the right to appeal any disciplinary action.
- If disciplinary action is warranted on conclusion of a disciplinary procedure, then actions may include: -
 - An oral warning
 - A written warning
 - A final written warning
 - Suspension
 - Transfer to another role
 - Demotion
 - Some other appropriate disciplinary action short of dismissal
- Generally, disciplinary actions will be progressive (for example, an oral warning, a written warning, a final warning etc.) However, there may be instances where more serious action, including dismissal, is warranted at an earlier stage.
- In certain instances, a staff member may be suspended on full pay pending the outcome of an investigation into an alleged breach of discipline. These instances include when it is necessary to prevent repetition of the conduct complained of; to prevent interference with evidence; protect individuals at risk

of such conduct or protect the organisation and its reputation. Proper consideration will be made before a suspension.

- Warnings will be removed from a staff member's / volunteer's record after 1 year (unless the offence is deemed to be of a serious nature) and the staff member / volunteer will be advised accordingly.
- It is the responsibility of the Chairperson to ensure that all disciplinary procedures are recorded accurately and that all resulting reports are maintained in line with our Confidentiality policy.

Appeals

- If a Staff member /volunteer is unhappy with the outcome of the disciplinary action, they have 10 working days in which to lodge a written appeal with the Chairperson. The reasons for the appeal should be submitted in writing.
- As it was the Chairperson who handled the original disciplinary action, the appeal will be handled by an external individual or alternative board member, to be agreed by the parties.
- A meeting will be arranged with the staff member /volunteer, and they will be informed in advance that they have the right to bring someone with them to the meeting.
- A confidential written record of this meeting will be kept and maintained in line with Macnas policy.
- After a decision has been made, everyone involved will be informed of the outcome in writing. Where the Chairperson was not involved, they will also be written to.
- If the person involved is a staff member and they are still unhappy with the outcome, they will be informed that they have the right to refer the matter to the Workplace Relations Commission.

The Workplace Relations Commission's **Code of Good Practice on Grievance and Disciplinary Procedures** can be consulted for further support:

https://www.workplacerelations.ie/en/what_you_should_know/codes_practice/cop3/

SECTION 6: Responding to, and Reporting, Child Protection and Welfare Concerns

SECTION 6.1: Child Protection Overview

Macnas is committed to safeguarding children and young people from abuse from within the organisation but also recognises the duty it has in relation to dealing with any suspected abuse/disclosures of abuse from children / young people. The organisation recognises that the welfare of the child/young person is of paramount importance in all cases of suspected/alleged abuse.

Macnas Child Protection Policy

It is the policy of Macnas to safeguard the welfare of all children by protecting them from all forms of abuse. Macnas is committed to safeguarding young people and to provide a safe space for children and young people to grow, develop, learn, experiment and have fun.

We will endeavor to safeguard children/young people by:

- Conducting a Risk Assessment to identify potential risks to the young people in our organisation.
- Ensuring Macnas has a formal Welfare and Child Protection Policy and a Safeguarding Statement in place that is regularly reviewed and updated.
- Sourcing training for all staff members/ volunteers that is appropriate to their role, work and contact with young people. Evidence of all Child Protection training will be kept on file.
- Ensuring the welfare of the child is paramount in all decisions, activities and programmes involving children and young people.
- Adhering to the procedures set out for the recruitment and selection of staff members/ volunteers.
- Providing effective management for staff members/volunteers through supervision, support and training.
- Adopting Child Protection guidelines and reflecting these through our code of behavior for staff members/ volunteers.
- Sharing information about Child Protection and good practice with children, parents / guardians, staff members/ volunteers.
- Sharing information and working with relevant agencies as appropriate.
- Taking part in multi-disciplinary teams as appropriate.
- Submitting staff members/ volunteers for Garda Vetting through Youth Theatre Ireland's Garda vetting consortium.
- The Child Safeguarding Statement, Risk Assessment and Child Protection Policy will be reviewed every two years, or sooner if there has been a material change in any of the issues to which it refers.
- Promoting an awareness of the definitions of abuse amongst all staff and volunteers.

The policy applies to Macnas staff, volunteers, members, visitors and facilitators.

Key Principles of Child Protection and Welfare Taken from Children First 2017

There are a number of key principles of child protection and welfare that inform both Government policy and best practice for those dealing with children. These are:

- The safety and welfare of children is everyone's responsibility
- The best interests of the child should be paramount
- The overall aim in all dealings with children and their families is to intervene proportionately to support families to keep children safe from harm
- Interventions by the State should build on existing strengths and protective factors in the family
- Early intervention is key to getting better outcomes. Where it is necessary for the State to intervene to keep children safe, the minimum intervention necessary should be used
- Children should only be separated from parents/guardians when alternative means of protecting them have been exhausted
- Children have a right to be heard, listened to and taken seriously. Taking account of their age and understanding, they should be consulted and involved in all matters and decisions that may affect their lives
- Parents/guardians have a right to respect, and should be consulted and involved in matters that concern their family

- A proper balance must be struck between protecting children and respecting the rights and needs of parents/guardians and families. Where there is conflict, the child's welfare must come first
- Child protection is a multi-agency, multi-disciplinary activity. Agencies and professionals must work together in the interests of children

The Rights of the Child

For the purpose of this policy "a child" means a person under the age of 18 years, who is or has not been married. Ireland ratified the UN Convention on the Rights of the Child in 1992. The Convention is in essence a "bill of rights" for all children. It contains rights relating to every aspect of children's lives including the right to survival, development, protection and participation.

SECTION 6.2: Definitions of Abuse / Neglect

TYPES OF CHILD ABUSE AND HOW THEY MAY BE RECOGNISED

In this *Guidance*, 'a child' means a person under the age of 18 years, who is not or has not been married.

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.

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

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 behaviour 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.

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.

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.

It should be remembered that sexual activity involving a young person may be sexual abuse even if the young person concerned does not themselves recognise it as abusive.

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. Details on exemptions for mandated reporting of certain cases of underage consensual sexual activity can be found in Chapter 3 of this *Guidance*.

Age of consent

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

If you are dealing with children, you need to be alert to the possibility that a welfare or protection concern may arise in relation to children you come in contact with. A child needs to have someone they can trust in order to feel able to disclose abuse they may be experiencing. They need to know that they will be believed and will get the help they need. Without these things, they may be vulnerable to continuing abuse.

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. School management boards must have a code of behaviour and an anti-bullying policy in place. If you are a staff member of a school, you should also be aware of your school's anti-bullying policy and of the relevant guidelines on how it is handled.

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.

Section 6.3 Reasonable Grounds for Concern

Staff / volunteers should inform the DLP when they have **reasonable grounds for concern** that a child may have been, is being, or is at risk of being abused or neglected. The DLP will then inform Tusla of same.

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

Guidance for mandated persons on the thresholds at which, or above which, they have a statutory obligation to report the concern under the Children First Act 2015 can be found in Chapter 3 of [Children First: National Guidance for the Protection and Welfare of Children].

The guiding principles on reporting child abuse or neglect may be summarised 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

If you think a child is in immediate danger and you cannot contact the DLP or Tusla, you should contact the Gardaí without delay.

SECTION 6.4: Handling a Disclosure of Abuse

Macnas aims to provide a safe space for the child / young person and they may feel more comfortable talking about any concerns and difficulties in their lives than in other settings.

A child / young person may disclose an abuse/abuses perpetrated against him/her. Macnas will work to ensure that they feel supported in what may be an extremely traumatic experience for them. We will ensure that all adults involved in the organisation are made aware of the possibility and are familiar with these guidelines on handling a disclosure.

The following advice on handling a disclosure of abuse is adapted from **Code of Good Practice – Child Protection for the Youth Work Sector** (2003):

- React calmly, as over-reacting may alarm the young person and compound feelings of anxiety and guilt
- Listen carefully and attentively; take the young person seriously
- Reassure the young person that they have taken the right action in telling
- Do not make false promises, particularly regarding secrecy
- Do not ask the young person to repeat the story unnecessarily

- Ask questions only for the purpose of clarification. Be supportive, but do not ask leading questions or seek intimate details beyond those volunteered by the child. Detailed investigative interviews will, if necessary, be carried out by Tusla staff or members of the Garda Síochána.
- Check with the young person to ensure that what has been heard and understood by you is accurate.
- Do not express any opinions about the alleged abuser
- Record the conversation as soon as possible in as much detail as possible.
- Sign and date the record
- Explain and ensure that the young person understands the procedures which will follow
- Pass the information to the Designated Liaison Person, who will in turn report it to the Statutory Authorities for investigation
- Treat the information confidentially, sharing it only with persons who have a right to hear it i.e., on a 'need to know' basis only

Be honest with the young person making the disclosure. Inform them that you have to act on the information you have received. Explain to them what will happen next i.e., you will tell the Designated Liaison Person who will decide whether to make a report to the authorities.

A disclosure of abuse by a participant over 18 years of age will be handled with the same sensitivity as that of a disclosure by a younger person. If making a report ideally it should be with the consent of the victim. However, regardless of whether consent is given, if the alleged abuser still poses a risk to a child/young person, a report will be made to the Statutory Authorities. Staff members/ volunteers should follow the reporting procedures outlined in **the Internal Reporting section**.

All staff and volunteers in receipt of a disclosure of abuse or with a suspicion of abuse should observe the following important points:

- 1. The wellbeing of the young person is the most important consideration**
- 2. The one thing you must not do is nothing.**
- 3. Never attempt to confront an alleged abuser.**
- 4. Do not investigate yourself. This is the job of Tusla - Child and Family Agency and/or Gardai**

SECTION 6.5: Internal Reporting Procedures

Macnas has adopted the following internal reporting procedure for dealing with disclosures/suspected abuse.

- Any person working with Macnas in a voluntary or paid capacity, who has a child protection concern or has received a disclosure of abuse should contact the organisation's Designated Liaison Person immediately. Macnas' DLP is **Victoria Mc Cormack, Head of Creative Engagement** and they can be contacted on **091 568896**. The person who has the concern should proceed to create a written report outlining the reasons for their suspicions/details of the disclosure with as many facts as

possible recorded. The organisation's Internal Reporting Form should be used (Appendix 2). This report should be passed on to the DLP as soon as possible.

- The DLP will consult the organisation's welfare committee and the external welfare contact if appropriate. The DLP may also contact Tusla – Child and Family Agency for advice in advance of making a formal report. In the case of an emergency, the DLP can make a report without consulting the Welfare Committee.
- When making a report to Tusla, the Designated Liaison Person will follow the standard reporting procedures detailed below.
- The Designated Liaison Person informs the Chairperson they are making a report.
- Macnas' confidentiality policy and procedures should be adhered to. Details should only be provided to those with a direct need to know and information will only be shared when it is in the interest of safeguarding the young person.
- The Chairperson will consider whether to inform the parents/guardians that a report is being made. The parents/guardians will be informed except in cases where there is a belief that doing so will further endanger the child or the person making the report. Advice on informing parents can be sought from Tusla.
- If a decision is taken to inform the parents/guardians, an assessment will be made by the Chairperson of the best way to communicate the information and as to whether the Designated Liaison Person is putting his/herself at any risk by doing so.
- The person who made the original report will be informed of the outcome of the decision-making process.

If a decision is taken not to report

- If a decision is taken not to report, a confidential written record of how and why this decision was taken should be created and kept by the Designated Liaison Person. Any incident reports should be retained. It may be that a report will be made in the future in light of other developments.
- Any actions taken as a result of the concern should be recorded.
- The staff member/ volunteer who made the original report should be informed of the decision taken. If a report hasn't been made, they should be provided with the reasons for this decision in writing and informed that they can still make a report in their personal capacity. All staff members/volunteers should be made aware of the steps to take to make a report and the provisions of the **Protection for Persons Reporting Child Abuse Act (1998)** which offers protection from civil liability for anyone who makes a report, once they are acting in good faith.

Record-Keeping

- Child protection records should be factual and include details of contacts, consultations and any actions taken.
- Child protection records should be updated as required and reviewed regularly by the Designated Liaison Person.
- Macnas and its DLP will cooperate in the sharing of records with TUSLA where necessary for the protection or welfare of a child.
- All child protection records will be kept safely and securely and managed in line with the organisation's Data Protection and Confidentiality Policy (Section 7).

SECTION 6.6: Reporting Procedures for Mandated Persons

Mandatory reporting, as provided for under Children First 2015, places a legal obligation on certain individuals known as 'mandated persons' to report harm or potential harm to children.

Mandated Persons have two principal legal obligations:

1. To report concerns which meet or exceed a particular threshold
2. To assist Tusla in the assessment of mandated reports, where requested to do so.

Making A Mandated Report

- Any Mandated Persons employed by [Macnas](#) must report concerns of harm or potential harm to children to Tusla by following the Standard Reporting Procedures in Section 6.7. They must indicate on the report form that it is a Mandated Report.
- Guidance for mandated persons on the thresholds at which, or above which, they have a statutory obligation to report the concern under the Children First Act 2015 can be found in Chapter 3 of Children First: National Guidance for the Protection and Welfare of Children.
- Additionally, [Macnas](#) requires Mandated Persons to make reports jointly with the DLP.

Mandated Assisting

Any Mandated Person employed by [Macnas](#) should be aware that they may be required by Tusla to assist them in the assessment of mandated reports.

Important Note:

Mandated persons cannot make anonymous reports under the Act.

SECTION 6.7: Standard Reporting Procedures

Staff and volunteers wishing to report a concern should in the first instance contact the Designated Liaison Person (DLP). The below procedures are for making a report directly to Tusla and should be followed by the DLP and any mandated person employed by [Macnas](#).

Any staff member /volunteer who is unhappy with a decision made by the DLP not to make a report based on a concern held by the staff member/ volunteer, may follow the Standard Reporting Procedure to report a concern directly to Tusla.

Mandated Persons should also consult Sec.on 6.6 before making a report.

Standard Repor1ng Procedure for Designated Liaison Persons and Mandated Persons

Children First 2017: You should always inform Tusla if you have **reasonable grounds for concern** that a child may have been, is being, or is at risk of being abused or neglected. You can report your concern in person, by telephone or in wri.ng — including by email — to the local social work duty service in the area where the child lives.

The local Tusla Social Work Office for Macnas is in Child and Family Agency, Newcastle Rd, Galway, 091 546235

Children First 2017: If you are concerned about a child but unsure whether you should report it to Tusla, you may find it useful to contact Tusla to informally discuss your concern. This provides an opportunity to discuss the query in general and to decide whether a formal report of the concern to Tusla is appropriate at this stage. If the concern is below the threshold for repor.ng, Tusla may be able to provide advice in terms of keeping an eye on the child and other services that may be more suitable to mee.ng the needs of the child and/or family.

- **Under no circumstances should a child be leo in a situa1on that exposes him or her to harm or to risk of harm pending Tusla interven1on.** In the event of an emergency where you think a child is in immediate danger and you cannot get in contact with Tusla, you should contact the Gardaí. This may be done through any Garda sta.on. local garda sta.on is at Dublin Rd, Renmore, Galway - Phone, [091 337140](tel:091337140). If you do not have the number of a local garda sta.on, phone 999 or 112. An emergency outof-hours social work service provides social work consulta.on and advice to the Gardaí. The Gardaí have access to an on-call social worker and placements for children who need them due to the immediate risk to their safety.
- The **Standard Report Form for repor1ng child welfare and protec1on concerns to Tusla** (Appendix 1) should be used by when repor.ng child welfare and protec.on concerns to Tusla. If a report is made by telephone, this form should be completed and forwarded subsequently to Tusla within three days.

Children First 2017:

Informa1on to include when making a report:

To help Tusla staff assess your reasonable concern, they need as much informa.on as possible. You should provide as much relevant informa.on as you can about the child, his/her home circumstances and the grounds for concern. These could 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 allega.on, dates of incidents, and descrip.on of injuries)
- Names of other children in the household
- Name of school the child aJends

- Your name, contact details and relationship to the child

You should give as much information as possible to social workers at an early stage so that they can do a full check of their records. For instance, they can see if the child and/or a sibling have been the subject of a previous referral, or if an adult in the household had previous contact with the child protection services.

- While it is possible to report a concern anonymously, [Macnas](#) requires that the DLP includes their name on the report.

Concerns about an adult who may pose a risk to children

Where concerns arise about whether an adult may pose a risk to children, even if there is no specific child named in relation to the concern, (for example, based on known or suspected past behaviour, a concern could exist about the risk an individual may pose to children with whom they may have contact.) The DLP will report any such reasonable concerns to Tusla. See Section 6.7 of the Guidelines for further information.

Retrospective disclosures by adults

The term retrospective abuse refers to abuse that an adult discloses that took place during their childhood. A Retrospective Abuse Report Form can be downloaded from the Tusla website - <https://www.tusla.ie/childrenfirst/publications-and-forms/>. If any adult within the organisation makes a retrospective disclosure, the DLP can support the adult to complete the form and direct them to relevant support services where appropriate.

In cases of retrospective abuse, a report will be made by [Macnas](#) where there is a **current or potential future risk** to children from the person against whom there is an allegation. In this situation, the DLP should follow standard reporting procedures as outlined above.

Cases not reported to Tusla or An Garda Síochána

Where a decision is taken not to report concerns to Tusla or An Garda Síochána, the DLP will give individual staff member/volunteer who raised the concern a clear written statement of the reasons why the organisation is not taking such action. The staff member/volunteer should be advised that if they remain concerned about the situation, they are free as individuals to consult with, or report to, Tusla or An Garda Síochána. The Protections for Persons Reporting Child Abuse Act 1998 makes provision for the protection from civil liability of persons who have communicated child abuse 'reasonably and in good faith' to designated officers of Tusla or to any member of An Garda Síochána.

A full list of the relevant legislation concerning child protection and welfare is provided in **Appendix 6**.

SECTION 6.8: Handling an allegation against a staff member / volunteer / young person

The following is adapted from **Code of Good Practice: Child Protection for the Youth Work Sector (2nd Edition, May 2003)**

Macnas recognizes that where an allegation is made against a staff member/ volunteer, it has a dual responsibility in respect of both the young person and the staff member/ volunteer. As with all Child Protection concerns, the welfare of the young person is of paramount importance.

As a matter of urgency, Macnas will take any necessary measure to ensure that no young person is exposed to unnecessary risk. There may be three strands in the consideration of an allegation:

1. A Garda investigation of a possible criminal offence
2. Investigation and assessment by Tusla whether a child is at risk of/subject to abuse.
3. Consideration by an employer of disciplinary action in respect of an incident.

Procedures

There are two procedures to be followed when allegations of abuse are made against a staff member/ volunteer:

- The reporting procedure in respect of the young person.
- The procedure for dealing with the staff member/ volunteer against whom the allegation is made.

Macnas follows best practice by allocating different people responsibility for dealing with each of these procedures. The Designated Liaison Person will have responsibility for the reporting procedure in respect of the young person. The Chairperson will have responsibility for dealing with allegations made against a staff member/volunteer.

The Designated Liaison Person will follow standard reporting procedure as outlined in this policy.

The Chairperson will liaise with An Garda Síochána and Tusla to agree the strategy for investigation and refer to matters such as the possible collusion of other members of staff. The Chairperson will remain in contact with the statutory authorities throughout the period of the investigation. We have noted that the *Protection for Persons Reporting Child Abuse Act (1998)* applies to organisations, as well as individuals, provided they report the matter 'reasonably and in good faith'.

Procedure where a Complaint or Allegation involving abuse has been made against an Employee

- If an allegation is made against a staff member/ volunteer, the matter should be reported to the Chairperson immediately and without delay.
- The Chairperson will assess the allegation promptly and carefully.
- Any action taken will be based on an opinion formed 'reasonably and in good faith'.
- The reasonable grounds for concern as detailed in the Child Protection and Dealing with Suspected Abuse section of this document will be considered.
- The first priority should be to ensure that no child is exposed to unnecessary risk and the Chairperson should take any necessary protective measures.

- Legal advice will be sought in relation to employment and contractual issues.
- Alongside the reporting of the allegation by the Chairperson to Tusla, the Designated Liaison Person will follow the standard reporting procedure in respect of the young person.
- The Chairperson will inform the staff member/ volunteer (in private and with due consideration of confidentiality and natural justice) that an allegation has been made and explain the nature of that allegation.
- The staff member/ volunteer should be afforded the right to respond in accordance with established grievance procedure. The response should be noted and passed to Tusla as part of the formal reporting procedure.
- The Chairperson should also notify Tusla and any other organisation working with children with which the alleged abuser is thought or known to be involved.
- If the allegation is against the Chairperson, the allegation should be referred to the Chairperson. If the allegation is against the Designated Liaison Person, another suitably qualified staff member/ volunteer will be given the role of reporting in relation to the young person.
- The parents/guardians of the young person will be informed immediately of the complaint against the staff member/ volunteer unless by doing so you endanger the young person. Advice should be taken from the statutory authorities as to how this might best be done. The Chairperson and Designated Liaison Person will liaise on this.
- The Chairperson will maintain a close liaison with the Statutory Authorities when managing the allegation.
- After the consultations referred to above have taken place, and when pursuing the question of the future position of the staff member/ volunteer, the Chairperson should advise the staff member/ volunteer of the situation and should follow the agreed disciplinary procedures.
- Macnas is very mindful that the person accused will need support pending an investigation. The organisation will identify how we can best do this in line with advice from the statutory authorities and our own legal advice while taking account of resource implications.
- Macnas will keep comprehensive records of any allegations made, details of how the allegations were managed and details of any action taken, and decisions reached. These records must be stored confidentially, and a copy given to the individual concerned.
- In the case where an allegation has been determined to be unfounded/unproven and the person accused is innocent, consideration will be given to the most appropriate support the organisation can provide to the person concerned.

Note on Volunteers

The same procedures will be followed should an allegation be made against a volunteer. While some of the considerations that relate to employees such as Employment Law do not apply, Macnas is committed to treating any individual whose services it engages and against whom an allegation is made, according to the same principle as it would treat staff members i.e., in a manner that is fair, transparent and in accordance with 'Natural Justice'.

Procedure to be followed where an Allegation is made against Another Young Person

If an allegation is made against another young person, it should be considered a child protection issue for both the young people involved and child protection procedures should be adhered to for both the victim and the alleged abuser.

The parents/guardians of the young people concerned should be informed immediately. Advice will be taken from the Statutory Authorities as to how this might best be done. Decisions regarding the future participation in Macnas activities of the young person alleged to have committed abuse should be made at management level and with advice from an organisation/individual with expertise in the area.

SECTION 7: Data Protection and Confidentiality Policy

Macnas recognises its responsibility in managing and processing personal data, sensitive personal data as well as other sensitive information that does not fall under the category of personal data. This policy outlines the organisation's approach to Data Protection and Confidentiality in the management of Personal Data and other Sensitive information.

Macnas recognises that a guarantee of confidentiality is an important factor in determining the level of trust its members, their parents/guardians, as well as our staff and volunteers has in us. The organisation is committed to handling personal data and confidential information in a manner that is respectful, purposeful, professional and meets statutory requirements.

Data Protection Controller

Macnas is the Data Controller under the definition provided by the GDPR. The person responsible for ensuring that the organisation meets its data protection responsibilities is Annie Duffy McMahon. Any queries or requests relating to personal data should be referred to this person.

Definitions

Personal Data: any information relating to an identified or identifiable natural person. Examples include name, address, contact details, age, date of birth. Personal Data can also refer to a photographic or video image of an identifiable person.

Sensitive Personal Data: special categories of personal data, which include health data, biometric data, genetic data, sexual orientation and religious beliefs.

Other Confidential Information: Sensitive information that cannot be categorised as Personal Data but that, in the context of Macnas activities with young people, is provided in the expectation that it will be properly managed. Examples include Welfare/Child Protection reports, disciplinary reports.

A Data Subject: an identifiable natural person who can be identified, directly or indirectly, in particular by reference to an identifier.

Data Processing: 'any operation or set of operations which is performed on personal data or a set of personal data'. You do not need to view the actual data, but transmitting it, backing up a file or destroying data all count as a processing activity, even where the data is encrypted. Can be both automated and manual.

Data Controller: determines the purposes and means of processing of personal data.

Data Processor: processes personal data on behalf of the Data Controller.

Data Protec1on Policy

In order to conduct its legi.mate [Macnas](#) must collect and process categories of personal data, sensi.ve personal data and other confiden.al informa.on. The following informa.on is held by the organisa.on and should be treated as confiden.al.

This list is not exhaus.ve:

- Staff/ volunteer records including applica.on forms that contain personal data, details of any disciplinary ac.on etc.
- Garda Ve[ng Informa.on including garda ve[ng applica.on disclosures
- Young People's Registra.on Forms /Parental Consent Forms that include details such as date of birth, informa.on on medical condi.ons etc.
- Welfare/Child Protec.on Reports
- Contact informa.on for stakeholders, supporters etc.
- Marke.ng informa.on such as audience members, individual donors and supporters

[Macnas](#) is aware of the Data Protec.on Acts (1998/2003 and subsequent amendments) and Regula.on (EU) 2016/679, the General Data Protec.on Regula.on (GDPR). These Acts and Regula.on govern all aspects of the treatment of personal data and sensi.ve personal data. We are commiJed to the following seven principles contained in Ar.cle 5 of the GDPR which regulate the processing of personal data:

- Process personal data lawfully, fairly and transparently: We base our data processing on one or more Lawful Processing Condi.ons provided for by the GDPR. In the majority of instances, we will base our processing of Personal Data on the Consent of the Data Subject (Ar.cle 6, GDPR) and Sensi.ve Personal Data on the Explicit Consent of the Data Subject (Ar.cle 9, GDPR).
- Specified and Lawful Purpose: Keep personal data only for one or more specified and lawful purposes and process it only in ways compa.ble with the purposes for which it was ini.ally given.
- Minimisa.on of Processing: Processing of personal data will be adequate, relevant and restricted to what is necessary in rela.on to the purposes for which it is processed.

- Accuracy: Keep personal data accurate and up-to-date.
- Storage Limitation: Retain it no longer than is necessary for the specified purpose or purposes.
- Security and Confidentiality: Keep personal data safe and secure.
- Liability and Accountability [Macnas](#) will ensure personal data is processed in compliance with the GDPR.

Data Subject Rights:

In managing and processing personal data [Macnas](#) upholds the rights of the Data Subject as provided under the GDPR including:

- The *right to be informed* about how we will use their personal data.
- The *right of access* to a copy of the personal data we hold and information on how we process it.
- The right to have incorrect or incomplete personal data corrected.
- The '*right to be forgotten*' and have personal data deleted if they so request.
- The *right to restrict* how we process their personal data.
- The *right to object* to the processing of their personal data.
- The right to data portability.

Consent and Transparency:

In the majority of cases, consent is the lawful grounds on which we process personal data. We will only process data where consent is affirmative, freely given, specific, informed and unambiguous. Consent will be sought from all data subjects using manual and digital forms as appropriate.

At the point of collecting data, data subjects will also be provided with a Privacy Statement detailing how and for what purpose the data will be processed. This will include the following:

- the identity of the Data Controller (and contact name for data requests),
- the purpose of collection,
- whether any sharing with third parties will take place,
- how long the data will be held,
- the details of the individual's rights regarding the data
- notice of any automated decision-making ('profiling') that may take place using the data.

Processing Children's Data:

In the context of [Macnas'](#) activities with children / young people, it is necessary to process the personal data of children.

- For all children aged under 18 who are engaged in the activities with [Macnas](#) we will seek consent from the child's parent/ guardian.
- In line with the requirements of the GDPR, we will verify the child's age through confirmation by the parent / guardian.
- Also, in line with the GDPR we will verify parent/guardian consent by telephone call with email and text reply.

Third Party Data Processors:

From time to time [Macnas](#) will need to engage third parties to process personal data on our behalf as necessitated by the nature of the processing. This will be notified to the Data Subject at the point of seeking consent for use of personal data. [Macnas](#) exercises reasonable care to ensure that the Data Processor carries out the processing in strict compliance with the GDPR, including ensuring that GDPR compliant Agreements exist between the organisation and the data processor in respect of the processing.

Third parties that currently process data on our behalf include:

Aad – website

YouTube

Facebook

Instagram

Twitter

Data Security Policy

Who has access to personal data and confidential information?

The following have access to personal data and confidential information through their involvement with [Macnas](#)

- Designated Liaison Person
- Chairperson
- Staff Members who work directly with young people.

Managing Personal Data and Confidential Information

Personal data and confidential information as defined above is stored in a locked filing cabinet

Macnas requires that all those who have access to personal data/ confidential information as a result of their involvement, adhere to the following:

- Be aware of the sensitive nature of the information to which you are privy and recognise the responsibility you have as a result of having access to this information.
- Familiarise yourself with the organisation's data protection and confidentiality policy and act accordingly •
Be aware that information including written reports is the property of Macnas
- Use personal data and confidential information only for the purpose(s) for which it was provided and the purpose(s) for which you are authorised to use it.
- Do not pass personal data on to third parties without the consent of the person in question.
- Do not share confidential information or pass it on to a third party unless it is absolutely necessary as in the case of a child protection concern. Making a child protection report is not a breach of confidentiality.
- All computers containing Macnas' information should have a log-on password.
- Robust security passwords should be used for all confidential files
- Hard copy files/computer files should be retained and destroyed/deleted in line with the organisation's retention policy. (See Below)
- Be aware that personal data and confidential information may also be contained on other media such as audio or video files.
- A staff member/ volunteer may receive information that is confidential in error as in the case of an overheard conversation. Any information gained in this fashion is subject to the same conditions as information gained in an authorised manner and should not be shared.
- Staff Members/ volunteers should be particularly careful when they are in possession of sensitive personal data/ confidential sensitive information in the workshop space or in a public space.
- The requirement of confidentiality continues to apply as an individual's involvement with the organisation ceases.
- Macnas is aware of the particularly sensitive nature of Garda vetting disclosures and records of child protection concerns. Should the Designated Liaison Person cease engagement with the organisation or no longer carry out this role, any Garda vetting disclosures/child protection reports should be passed on to the Chairperson in a sealed file. They will then be given to the new Designated Liaison Person.
- As already stated under no circumstances will Garda vetting disclosures be shared with third parties.
- Where a disclosure has been returned outlining convictions or specified information, the identity of the applicant will be shared on a need to know basis. The DLP and the Chairperson will be aware of the identity of the applicant. The other member of the decision-making committee will be given any relevant information in relation to the disclosure but will only be informed of the identity if this is necessary or unavoidable. For example, it might be decided in some cases that the full decision-making committee will meet with the applicant.

Data Access Requests:

Any Data Subject can make a Data Access Request and should direct the request via the individual responsible for overseeing Data Protec.on as detailed above. [Macnas](#) will observe the following when handling such requests:

- We will request valid proof of iden.fica.on from the individual before proceeding with the request.
- If requested, access to a copy of their data will be provided in electronic form with details of how it is processed, within one month.
- Any correc.ons requested will be made within one month.
- If requested, we will delete a data subject's data within one month unless there is a valid reason not to (e.g., Garda Ve[ng Disclosures)
- We will halt processing on disputed data immediately un.l the issue is resolved.
- We will provide data in a digital format to a third party on the request of the data subject, we will do this within one month.

Breaches of Data Protec1on and Confiden1ality

- A breach of confiden.ality may lead to a disciplinary procedure.
- In cases of a data breach, [Macnas](#) will make a report to the Office of the Data Protec.on Commissioner no later than 72 hours from becoming aware of the breach.

Data Reten1on Policy

Macnas has developed the following reten.on policy sta.ng the reten.on periods for the various types of informa.on it holds. Aser the stated period has elapsed the informa.on will be deleted from computers and any hard copy files will be shredded.

All financial documenta1on including end of year accounts, other financial statements, invoices, receipts etc. - 6 Years
Records of Macnas projects / programmes with children / young people including produc1on images, programmes etc. - Permanent

Strategic plans, programme plans etc. – Permanent

Recruitment Records: Unsuccessful applica.ons for vacant posts/ WriJen record of interview panel's recommenda.on - 1 Year

Personnel Records: Applications and Curriculum Vitae of candidates who accept and take up a post. References, Contracts of Employment, Training Records, Resignation/Retirement Letter, Annual leave records, sick leave records, compassionate leave records, study leave records, jury service records – 6 years from the end of contract.

Disciplinary Records - 1 Year Details of Grievance Procedures - Six months

(Please note: In cases of more serious disciplinary/grievance procedures or where an allegation of abuse is made against an employee, the records can be kept permanently).

Children's / Young People's Personal Details: These will be kept for the duration of a child's / young person's participation in [Macnas](#) projects / programmes and for 2 years after they leave.

Records of Complaints Procedures: 5 years

Garda Vetting Information including disclosures: Proof of Identity and garda vetting disclosures for staff members/volunteers will be retained until the staff member/volunteer is re-vetted when the existing records will be replaced with the new information/disclosure. Where their involvement finishes, we will retain garda vetting records for 1 year from the finish date.

Welfare Reports/Child Protection Reports - Permanent

Please note: If there are any outstanding issues relating to any area of the organisation's work, the period of retention for any documentation related to this issue, will only commence once the issue is satisfactorily resolved.

SECTION 8: Complaints Procedure

[Macnas](#) is committed to meeting the highest possible standards in its work. We welcome feedback, both negative and positive, on all aspects of our programming and practice. We evaluate all our programmes and actively seek children's and young people's input. There may be occasions when a child / young person or other stakeholder feels they have not received the best possible service from the organisation. In such a circumstance, it is important we are informed and have developed this complaints procedure to help ensure that any such feedback is dealt with in an efficient, systematic and satisfactory manner. We recognise that complaints can be of varying severity and will deal with complaints in a manner that is reflective of their nature.

Definition of a complaint

A complaint is an expression of dissatisfaction, which suggests failure to perform a function or provide a service in line with stated organisational practices and policies.

Who can access our complaint procedure?

This procedure can be accessed by any individual, group or organisation, who has had either direct or indirect involvement with the organisation. Here are some examples:

- Children and young people participating in Macnas projects / programmes
- Board members, staff members and volunteers
- Parents/Guardians of children/young people participating in the organisation's projects / programmes
- Stakeholders such as funders, support agencies, the management of venues we use
- Members of the general public including audience members who attend productions

Accessibility

Macnas will endeavour to make this procedure easily accessible to all these individuals/ organisations. We recognise that some individual may require additional support in accessing the procedure such as in the case of an individual with a disability or where there is a language issue, we will take all reasonable measures to provide this support.

Our Approach to Complaints

Any representative of Macnas to whom a complaint is made should adhere to the following good practice guidelines:

- Respond in an open, non-judgemental way
- Explain the procedure for handling complaints
- Respect the confidentiality of the person who is making the complaint and the person about whom the complaint is being made
- Make every effort to deal with the complaint in a fair, balanced and objective fashion
- Act on the complaint. Failure to do so may undermine confidence in the organisation and its procedure.

Procedure for dealing with Complaints Stage One

- Complaints/concerns can be communicated by phone, email, by post or in person. If a complaint is received verbally, the person making it may be asked to produce a written version.
- While any staff member/volunteer, can receive a complaint, ideally complaints should be addressed to the Chairperson, who will respond to the complaint in the method it was communicated i.e. by letter, email, phone. The Chairperson will explain the complaints procedure in this initial communication.
- A response will be made to the complaint within 10 working days. We will endeavour to resolve less serious complaints at this stage. Possible outcomes are listed under Stage 2 of the procedure. A written record of the complaint and how it was resolved will be kept.

Stage Two

- If the complaint is of a more serious nature or if the person is not satisfied with the outcome, the second stage of the procedure is entered into.
- At this stage full details of the complaint will need to be received in writing. The complaint will be formally acknowledged in writing. The person making the complaint will be provided with an explanation of the next stage of the procedure and a realistic time frame for the completion of the process. They will also be informed who is responsible for investigating the complaint.

- The Complaints Committee is responsible for handling the complaint at this stage of the process. The committee is made up of the Chairperson, Designated Liaison Person and a minimum of **one** other board member.
- If the complaint has been responded to at stage one of the process, an examination of the original decision will be carried out.
- A meeting may be held between the person investigating the complaint and the person who is making the complaint.
- If a staff member/ volunteer is the subject of any complaint, the person investigating the complaint will also meet with him/her.
- Both the person making the complaint and any staff member/ volunteer who is the subject of the complaint will be given the right of representation.
- A written record will be kept at each stage of the process.
- It may be felt that the complaint/concern necessitates the involvement of an outside agency such as Tusla or An Garda Síochána. **If the complaint relates to an allegation of abuse, the procedure outlined for allegations in this policy will be followed in full and will take precedence over this complaints procedure.**
- The person making the complaint and any staff member/ volunteer who is the subject of the complaint will be informed of the decision in writing.
- If any disciplinary action is deemed appropriate, we will follow our **Disciplinary Procedures**,
- Other possible outcomes may include:
 - either a written or verbal apology
 - an explanation as to the reason for the situation that led to the complaint
 - a review of the situation that led to the complaint
 - an assurance that there will be a change in practice (if this is felt necessary) followed by enactment of this change
 - a formal investigation. This could take the form of an internal investigation or in a more serious case, an outside agency such as the Gardaí may have to be brought in.
- A written record will be kept at all stages of the process
- All complaints and any records relating to them will be treated as confidential with information shared only on a need to know basis. They will be retained for 5 years after the complaints procedure is satisfactorily completed.

Appeals

If a person who makes a complaint is not happy with the outcome of the procedure outlined above, they have the right to appeal. The complainant must inform **Macnas** of their wish to appeal within 10 working days of being informed of the original decision. The appeal will be handled by a person who was not involved in the original decision. This may be a board member or an external person. He/she will examine all the information that has been gathered through the complaints procedure and may hold a further meeting with the person who has made the complaint, the subject of the complaint or both.

A staff member/ volunteer also has a right to appeal any decision. See Section on **Disciplinary Procedures** for more information.

Handling a Concern/Complaint from a Young Person

The input and feedback of children and young people is especially valued. [Macnas](#) fosters an environment of openness and encourages children / young people to voice any concerns they may have in relation to their involvement with the organisation. If a young person has a complaint or wishes to voice a concern, they will be treated with respect and the issue will be taken seriously. Their complaint/concern will be handled according to the procedure outlined above with the following exceptions:

- The complaint will be handled with extra sensitivity and care and in a way that is age appropriate. The well-being of the child / young person will be of paramount importance throughout the process.
- The Designated Liaison Person will be made available to the child / young person to support them through the process. If the complaint/concern relates to the DLP, another appropriate person will be given this role. Alternatively, the child / young person can nominate a parent or other adult that they wish to represent/support them during the process. Any meetings with the child / young person will be conducted with a parent/another appropriate adult present.
- In line with our policy, parents/guardians will be informed of any concerns/issues that relate to their son/daughter once doing so will not put the young person in danger.

Complaints that relate to Child Protection Issues

If a complaint relates to a child protection issue, [Macnas](#) internal reporting procedures will be followed. If the complaint involves an allegation against a staff member or volunteer, a formal investigation, as outlined in the **Section on Allegations against Staff Members/ Volunteers** will begin immediately.

Tusla Area (this is where the child resides)*	
------------------------------------------------------	--

Date of Report*	
------------------------	--

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

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

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

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.

3. Details of Child

4. Details of Concerns*

5. Type of Concern

6. Details of Reporter



Child Protection and Welfare Report Form

MANDATED PERSONS AND NON MANDATED PERSONS



Child Protection and Welfare Report Form

MANDATED PERSONS AND NON MANDATED PERSONS

(Children First Act 2015 & Children First National Guidance)

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

68

(Children First Act 2015 & Children First National Guidance)

Appendix 1: Standard Reporting Form - TUSLA



An Ghníomhaireacht um
Leanaí agus an Teaghlach
Child and Family Agency

Child Protection and Welfare Report Form

MANDATED



An Ghníomhaireacht um
Leanaí agus an Teaghlach
Child and Family Agency

MANDATED PERSONS

Child Protection and Welfare Report Form

MANDATED PERSONS AND NON MANDATED PERSONS

(Children First Act 2015 & Children First National Guidance)

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

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

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

8. Parents Aware of Report

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

9. Relationships

Details of Mother			
First Name		Surname	
Address		Mobile No.	
		Telephone No.	
		Email Address	



An Ghníomhaireacht um
Leanaí agus an Teaghlach
Child and Family Agency

Child Protection and Welfare Report Form

MANDATED PERSONS AND NON MANDATED PERSONS

(Children First Act 2015 & Children First National Guidance)

Eircode		

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

Details of Father			
First Name		Surname	
Address		Mobile No.	
		Telephone No.	
		Email Address	69
Eircode			

Child Protection and Welfare Report Form

MANDATED PERSONS AND NON MANDATED PERSONS

Is the Father a Legal Guardian?*	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

First Name*		Surname*	
Male*	<input type="checkbox"/>	Female*	<input type="checkbox"/>
Address		Date of Birth	
		Estimated Age	
		Mobile No.	
		Telephone No.	

Child Protection and Welfare Report Form

MANDATED PERSONS AND NON MANDATED PERSONS

(Children First Act 2015 & Children First National Guidance)

Eircode		Email Address	
Occupation		Organisation	
Position Held			

Relationship to Child	
Address at time of alleged incident	
If name unknown please indicate reason	

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

Relationship to Child	
Address at time of alleged incident	70
If name unknown please indicate reason	

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					



An Ghníomhaireacht um
Leanaí agus an Teaghlach
Child and Family Agency

Child Protection and Welfare Report Form

MANDATED PERSONS AND NON MANDATED PERSONS

GP					
Hospital					
School					

(Children First Act 2015 & Children First National Guidance)

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. 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.

Child Protection and Welfare Report Form

MANDATED PERSONS AND NON MANDATED PERSONS

Report Received by

First Name

Surname

Date

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

(Children First Act 2015 & Children First National Guidance)

71

Mandated Report Acknowledgement by



An Ghníomhaireacht um
Leanaí agus an Teaghlach
Child and Family Agency

Child Protection and Welfare Report Form

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

First Name		Surname		Date Sent	
------------	--	---------	--	-----------	--

Authorised Person Signature*

Date*

Child Previously Known

Yes

☐

No

☐

Allocated Case No

Appendix 2: Sample Welfare / Child Protection Reporting Form	
--------------------------------------------------------------	--

Welfare / Child Protection Reporting Form

Your Name:	
Your Role	
Your Contact Phone No:	
Name of Young Person:	
Date when you had this concern:	
<p>Nature of the concern (Please provide as much factual detail as possible. If the young person or someone else has made a disclosure of abuse/spoken to you about the concern, please try to record his/her own words as accurately as possible.)</p> <div style="height: 500px; border: 1px solid black;"></div>	

Any other relevant informa.on (e.g. are you aware of any other person who has a concern? have you observed anything relevant previously?)

Signed _____ Date _____

Appendix 3: Schedule Of Mandated Persons Under The Children First Act 2015

Schedule 2 of the Children First Act 2015 specifies the following classes of persons as Mandated Persons for the purposes of the Act:

1. Registered medical practitioner within the meaning of section 2 of the Medical Practitioners Act 2007.
2. Registered nurse or registered midwife within the meaning of section 2(1) of the Nurses and Midwives Act 2011.
3. Physiotherapist registered in the register of members of that profession.
4. Speech and language therapist registered in the register of members of that profession.
5. Occupational therapist registered in the register of members of that profession.
6. Registered dentist within the meaning of section 2 of the Dentists Act 1985.
7. Psychologist who practises as such and who is eligible for registration in the register (if any) of members of that profession.
8. Social care worker who practises as such and who is eligible for registration in accordance with Part 4 of the Health and Social Care Professionals Act 2005 in the register of that profession.
9. Social worker who practises as such and who is eligible for registration in accordance with Part 4 of the Health and Social Care Professionals Act 2005 in the register (if any) of that profession.
10. Emergency medical technician, paramedic and advanced paramedic registered with the Pre-Hospital Emergency Care Council under the Pre-Hospital Emergency Care Council (Establishment) Order 2000 (S.I. No. 109 of 2000).
11. Probation officer within the meaning of section 1 of the Criminal Justice (Community Service) Act 1983.
12. Teacher registered with the Teaching Council.
13. Member of An Garda Síochána.
14. Guardian *ad litem* appointed in accordance with section 26 of the Child Care Act 1991.
15. Person employed in any of the following capacities:
 - a) manager of domestic violence shelter;
 - b) manager of homeless provision or emergency accommodation facility;
 - c) manager of asylum seeker accommodation (direct provision) centre;
 - d) addiction counsellor employed by a body funded, wholly or partly, out of moneys provided by the Oireachtas;
 - e) psychotherapist or a person providing counselling who is registered with one of the voluntary professional bodies;
 - f) manager of a language school or other recreational school where children reside away from home;
 - g) member of the clergy (howsoever described) or pastoral care worker (howsoever described) of a church or other religious community;

- h) director of any institution where a child is detained by an order of a court;
- i) safeguarding officer, child protection officer or other person (however described) who is employed for the purpose of performing the child welfare and protection function of religious, sporting, recreational, cultural, educational and other bodies and organisations offering services to children;
- j) child care staff member employed in a pre-school service within the meaning of Part VIIA of the Child Care Act 1991;
- k) person responsible for the care or management of a youth work service within the meaning of section 2 of the Youth Work Act 2001.

16. Youth worker who—

- a) holds a professional qualification that is recognised by the National Qualifications Authority in youth work within the meaning of section 3 of the Youth Work Act 2001 or a related discipline, and
- b) is employed in a youth work service within the meaning of section 2 of the Youth Work Act 2001.

17. Foster carer registered with the Agency.

18. A person carrying on a pre-school service within the meaning of Part VIIA of the Child Care Act 1991.

Appendix 4: Sample Accident Report Form

SECTION 1: ACCIDENT			
Date occurred:		Time occurred:	
What Happened?			
LOCATION			
Workshop Space	Rehearsal Space	Performance Venue	Public space
Other (Please Describe):			

SECTION 2: WERE THERE ANY WITNESSES?			
Name:		Tel:	
Name:		Tel:	
TO WHOM WAS THE ACCIDENT REPORTED?			
Parent/Guardian	Local GP	Designated Person	Liaison Other:
1 Name:		Surname:	
Address:			
Home Tel:		Mobile:	
2 Name:		Surname:	
Address:			
Home Tel:		Mobile:	

SECTION 3: TO WHOM DID THE ACCIDENT OCCUR? WHO DID THE ACCIDENT AFFECT?			
Youth Theatre Member	In-House leader	Outside Professional	Member of the Public
Name:		Surname:	
Home Address:			
Home Tel:		Mobile:	
Date of Birth:	Age:	Male	Female
Did they agree to the suggested course of ac.on?		Yes	No

SECTION 4	
Did the accident cause illness/injury?	Yes No
APPARENT NATURE OF INJURY	PART OF BODY INJURED

Abrasion Amputa.on Asphyxiaton Bite Bruise Burn	Concussion Cut Disloca.on Fracture Lacera.on Poisoning	Puncture Scald Scratch Shock Sprain Other	Abdomen Ankle L/R Arm L/R Back Chest Ear L/R	Eye L/R Elbow L/R Face Foot L/R Finger Head	Hand L/R Knee L/R Leg L/R Mouth Neck
					Other
Explain Other:			Explain Other:		
Describe the nature of the injury (cut, third finger, les hand. etc.)					

SECTION 5: TREATMENT DETAILS			
None	First Aid	Local GP/Clinic	Accident and Emergency Department
IN THE CASE OF FIRST AID			
Who administered First Aid:		Contact Number:	
What First Aid was administered:			

SECTION 6:	
Did the accident occur during a workshop/rehearsal activity?	Yes No

Explain:	
Did the accident involve any props, sets or technical equipment?	Yes No
Specify and explain:	
Was a leader or responsible adult present at accident?	Yes No
If no, explain:	

SECTION 7: DETAILS OF PERSON COMPLETING THIS FORM

Name:	Role or rela.on to injured / ill party:
Tel:	Email:
Home Address:	
Signature:	Today's Date:

Appendix 5: Incident Report Form

SECTION 1: DETAILS OF THE PERSON WRITING THE REPORT

Name:

Role:

SECTION 2: PERSON(S) INVOLVED IN INCIDENT Use a continuation sheet if more than 2 young people were involved in the incident.

Name:	Name:
Age:	Age:
Gender:	Gender:
Home Address:	Home Address:

SECTION 3: THE INCIDENT

Date occurred:	Time occurred:
Please describe what happened	

ACTIVITY

Workshop	Rehearsal	Performance	Trip / Outing
Free Time. Other	(Please Describe):		

LOCATION

Workshop Space	Rehearsal Space	Performance Venue	Public space
----------------	-----------------	-------------------	--------------

Other (Please Describe):

SECTION 4: FOLLOW-UP ACTION

Please describe any follow-up action taken:

Person who took follow-up action:

SECTION 5: WITNESSES TO THE INCIDENT

Name:

Name:

Contact Address:

Contact Address:

Telephone Number:

Telephone Number:

Role:

Role:

Signature:

Signature:

Date:

Date:

SECTION 6: TO WHOM WAS THE ACCIDENT REPORTED?

Parent/Guardian

Designated
Person

Liaison

Ar.s.c Director/ Senior YT
Leader

Board Member

Name:

Address:

Telephone Number:

SECTION 7: SIGNATURE OF PERSON REPORTING

Name:

Signature:
Date:

Completed incident report to be held on file.

Appendix 6: Child Protec1on Training Log

	Name	Role	Tusla E-Learning Programme		Child Protec1on Awareness Training		Other Training	
			Date Completed	Expiry Date	Date Completed	Expiry Date	Course	Date Completed
1								
2								
3								
4								
5								
6								
7								

8								
9								
10								
11								
12								

Appendix 7: Child Safeguarding	Relevant Legislation
---------------------------------------	-----------------------------

There are a number of pieces of legislation relevant to the safeguarding of children. The following indicative list is not intended to be comprehensive but rather to give a sense of the breadth and wide array of relevant legislation.

- Child and Family Agency Act 2013

<http://www.oireachtas.ie/documents/bills28/acts/2013/a4013.pdf>

- Child Care Act 1991

<http://www.irishstatutebook.ie/eli/1991/act/17/enacted/en/print.html>

- Children Act 2001 <http://www.irishstatutebook.ie/eli/2001/act/24/enacted/en/pdf>

- Children First Act 2015

<http://www.irishstatutebook.ie/eli/2015/act/36/enacted/en/pdf>

Criminal Justice (Withholding of Information on Offences against Children and Vulnerable Persons) Act 2012

<http://www.irishstatutebook.ie/eli/2012/act/24/enacted/en/pdf>

- Criminal Justice Act 2006, Section 176: Reckless Endangerment of Children

<http://www.irishstatutebook.ie/eli/2006/act/26/enacted/en/pdf>

- Data Protection Acts 1988 and 2003

<http://www.irishstatutebook.ie/eli/1988/act/25/enacted/en/html>

<http://www.irishstatutebook.ie/eli/2003/act/6/enacted/en/pdf>

- Domestic Violence Act 1996

<http://www.irishstatutebook.ie/eli/1996/act/1/enacted/en/pdf>

- Education (Welfare) Act 2000

<http://www.oireachtas.ie/documents/bills28/acts/2000/a2200.pdf>

- Education Act 1998 <http://www.irishstatutebook.ie/eli/1998/act/51/enacted/en/pdf>

- Freedom of Information Act 2014

<http://www.irishstatutebook.ie/eli/2014/act/30/enacted/en/pdf>

- Na.onal Ve[ng Bureau (Children and Vulnerable Persons) Acts 2012 to 2106

[hJp://www.irishstatutebook.ie/eli/2012/act/47/enacted/en/pdf](http://www.irishstatutebook.ie/eli/2012/act/47/enacted/en/pdf)

- Non-Fatal Offences against the Person Act 1997

[hJp://www.irishstatutebook.ie/eli/1997/act/26/enacted/en/pdf](http://www.irishstatutebook.ie/eli/1997/act/26/enacted/en/pdf)

- Protected Disclosures Act 2014

[hJp://www.irishstatutebook.ie/eli/2014/act/14/enacted/en/pdf](http://www.irishstatutebook.ie/eli/2014/act/14/enacted/en/pdf) • Protec.ons for

Persons Repor.ng Child Abuse Act 1998

[hJp://www.irishstatutebook.ie/eli/1998/act/49/enacted/en/pdf](http://www.irishstatutebook.ie/eli/1998/act/49/enacted/en/pdf)

Appendix 8: Support & Advice Organisa1ons/Services

Youth Theatre Ireland

Youth Theatre Ireland is the development organisa.on for youth theatre in Ireland. The organisa.on offers a range of supports, resources and advice to youth theatres. Youth Theatre Ireland's Designated Liaison Person can provide guidance on dealing with child protec.on/welfare issues.

Phone: 01-8781301 www.youththeatre.ie

Na1onal Youth Council of Ireland: Child Protec1on Programme

This NYCI programme aims to build the capacity of youth organisa.ons to safeguard and protect their children/young people. The programme offers training in child protec.on including training for Designated Liaison Persons. It has also developed a range of resources.

Phone: 01-4784122 www.childprotec.on.ie

Youth Mental Health

Jigsaw:

[Jigsaw](#) is a national centre for youth mental health. They focus on intervening early to support the mental health of those aged 12 to 25 years of age. Jigsaw operates 13 services in communities across Ireland. They offer a place you can visit for free with confidential support from trained mental health professionals.

<https://jigsaw.ie/>

Jigsaw offer:

- One to one sessions for young people aged 12-25
- Phone helpline open Monday to Friday 1pm- 5pm, call 1800 544 729
- Text helpline open Monday to Friday, 9am to 5pm, text “call me” with your preferred day and .me for a call to 086 180 3880
- Email help@jigsaw.ie open Monday to Friday, 9am to 5pm, you can email any .me and clinicians will be responding from

Spunout.ie

Spunout offer lots of advice and articles for young people about mental health topics. <https://spunout.ie/category/mentalhealth>

SPUNOUT ALSO RUN A NEW SERVICE CALLED 50808. IT IS A FREE 24/7 TEXT SERVICE, PROVIDING EVERYTHING FROM A CALMING CHAT TO IMMEDIATE SUPPORT FOR PEOPLE GOING THROUGH A MENTAL HEALTH OR EMOTIONAL CRISIS - BIG OR SMALL. FROM BREAKUPS OR BULLYING, TO ANXIETY, DEPRESSION AND SUICIDAL FEELINGS, OUR CRISIS VOLUNTEERS ARE AVAILABLE 24/7 FOR ANONYMOUS TEXT CONVERSATIONS. OUR AIM IS TO PROVIDE IMMEDIATE SUPPORT IN THE SHORT

TERM AND CONNECT PEOPLE TO RESOURCES THAT WILL HELP THEM IN THE FUTURE. Text SPUNOUT to 50808 to begin.

Teen-line Ireland

A free-phone service open every day of the week from 7pm to 10pm (3pm – 10pm on Wednesday)

Set up to provide a listening ear for young people who want to talk about anything that is on their mind. **Phone:**

1800 833 634 <https://www.ispcc.ie/teenline/>

HSE: Your Mental Health

Advice from the HSE on how to mind your mental health including topics like: mental health issues; coping with difficult situations; mental health supports and services during COVID-19; getting urgent help; looking after your mental health; information and advice for family and friends.

<https://www2.hse.ie/mental-health/>

Childline

Childline is a service provided by the Irish Society for the Prevention of Cruelty to Children. Free and confidential for children/young people who are experiencing difficulties at home, school etc. Also provides an online bullying support service.

<https://www.childline.ie/>

Phone: 1800 66 66 66

Text 'Talk' to 50101

TURN2ME

Turn2Me are a community of fully qualified and accredited mental health professionals that work online to provide a high quality, safe, anonymous and confidential space for you to gain support - wherever you are, whenever you need them, for whatever you are going through. The services Turn2me offer include:

- Up to six free counselling sessions for adults online via instant chat/messaging, video or email
- Eight video counselling sessions for young people aged 12-17
- Eight video counselling sessions for couples
- They also offer support groups online and peer support online

Pieta House

The centre for the prevention of self-harm and suicide. Has a number of outreach centres and provides direct support to those who are suicidal or self-harming. Free of charge.

Offers advice to friends and family members on the best way to help their loved one who is experiencing difficulty. www.pieta.ie

Phone: See <https://www.pieta.ie/contact/#head-office> for contacts for your nearest Pieta Centre and 24 hour phone services.

Youth Mental Health Resources

Most of the websites detailed above have resource sections.

One very useful source of information for those who work with young people is ***A Mental Health Resource for Youth Workers and Volunteers***. (Produced by Headstrong, in association with BelongTo, Foroige and ReachOut.com).

Among the areas covered are the:

- development needs of young people,
- factors that affect young people's mental health,
- an explanation of terms associated with mental health,
- what to do if you have a concern about a young person,
- how best to support a young person experiencing mental health difficulties.
-

You can download ***A Mental Health Resource for Youth Workers and Volunteers***:

<http://www.foroige.ie/sites/default/files/Youth%20Mental%20Health%20Resource.pdf>

National Youth Council of Ireland: Youth Health Programme

NYCI have a dedicated National Youth Health Programme. They offer training/resources on a range of youth health topics including youth mental health and bullying. The National Youth Health Programme also run a mental health signposting tool which provides information on available youth mental health services, training programmes, community supports and children's rights.

For more information on all these programmes go to <http://www.youthhealth.ie>

Eating Disorders

Bodywhys

Bodywhys is the national voluntary organisation supporting people affected by eating disorders. Their mission is to ensure support, awareness and understanding of eating disorders amongst the wider community as well as advocating for the rights and healthcare needs of those affected by eating disorders. Their website has advice on getting help and support.

www.bodywhys.ie

Phone: 01-2107906

Supporting LGBT Young People

BeLonGTo

BeLonG To is an organisation for Lesbian, Gay, Bisexual and Transgendered (LGBT) young people, aged between 14 and 23.

Their aim is to provide safe and fun services to LGBT young people across Ireland. They have a number of groups for young people all around Ireland. Their website has a dedicated mental health section.

www.belongto.org

Phone: 01 670 6223

Appendix 9: Macnas Health and Safety Statement
