

From: s 22(1)
To: [MoAD - Governance](#)
Subject: [SEC=OFFICIAL]FW: Interactions with visiting school students
Date: Tuesday, 18 August 2026 9:04:43 AM
Attachments: [image001.png](#)

OFFICIAL

Please find below the email sent to all volunteer guides.

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Manager Museum Experience

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We acknowledge and pay our respects to the Traditional Custodians of this land and celebrate their ongoing culture and contribution to society.

OFFICIAL

From: s 22(1)@moadoph.gov>
Sent: Friday, 7 August 2026 2:31 PM
To: s 22(1)@moadoph.gov.au>
Subject: Interactions with visiting school students

CAUTION: This email originated from outside the organisation.
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Good afternoon,

As we continue to welcome school groups into the building, I would like to remind everyone not to ask students where they are visiting from during informal interactions.

While this question is intended as a friendly conversation starter, schools and teachers sometimes prefer not to share information about their students' location or travel arrangements. In some cases, identifying a school's location may also raise privacy or safeguarding considerations.

I encourage you to try the follow conversation starters instead:

- Where have you visited in Canberra so far?
- Have you seen new Parliament House yet?
- (Upon their departure from the building) Which Chamber did you see today?

Thank you for your support in helping us provide a safe, welcoming and inclusive experience for all visitors. If you have any questions, please speak to **s 22(1)**, **s 22(1)**, **s 22(1)** or myself.

Warm regards,

s 22(1)



Child Safe Policy

s 22(1) and s 47(f)

Stephanie Bull

Director

13 June 2025

Due for review – June 2028

Version Control

Version	Date	Author	Responsible Officer	Reviewer	Summary of Changes	Approved/ Endorsed
V0.1	May 2025	Human Resources	Lee Pluis	SMG	Draft	--
V1.0	June 2025	Governance	Lee Pluis	SMG	Final	Approved

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1. Introduction

The Museum of Australian Democracy at Old Parliament House (MoAD) is committed to the safety and wellbeing of all children and young people who visit or engage with the museum, whether in person or online.

MoAD will implement the Commonwealth Child Safe Framework (the Framework) which sets out four core requirements that comprise the minimum standards required of Commonwealth entities to protect children. This ensures the highest standards of child safety and wellbeing are maintained.

2. Core Requirements

Requirement 1: Annual Risk Assessments MoAD will undertake annual risk assessments in relation to its activities to identify the level of responsibility for, and contact with, children. These assessments will evaluate risks to child safety and put in place appropriate strategies to manage identified risks.

Requirement 2: Training and Compliance System MoAD will establish and maintain a system of training and compliance to ensure staff are aware of, and compliant with, the Framework and relevant legislation. This includes Working with Children Checks (WWCC), Working with Vulnerable People Checks (WWVPC), and mandatory reporting requirements.

Requirement 3: Adoption of National Principles (link below) MoAD will adopt and implement the National Principles for Child Safe Organisations to ensure a consistent and comprehensive approach to child safety.

Requirement 4: Annual Statement of Compliance MoAD will publish an annual statement of compliance with the Framework, including an overview of the entity's child safety risk assessment conducted under Requirement 1.

3. Scope

This policy outlines MoAD's commitment to child safety and provides guidance to all staff, volunteers, and contractors to ensure a child-safe and child-friendly environment.

The policy covers the involvement of children and young people in all MoAD activities, including general visitation to the building, events, school holiday programming, public programs, school programs, digital experiences, outreach activities and online content.

4. Purpose

This policy sets out the expectations to:

- Inform workers (staff, volunteers, and contractors) of their obligations to always act ethically and responsibly towards children and young people.
- Create environments where child safety is considered in design and delivery.
- Facilitate the safety and wellbeing of children and young people while engaging with the staff, volunteers and contractors onsite, online and through outreach programs.
- Create conditions that reduce the likelihood of harm to children and young people.
- Raise awareness of child safety and wellbeing.
- Respond to any concerns, disclosures, allegations or suspicions.
- Demonstrate and monitor compliance with the Commonwealth Child Safe Framework.

5. Child safe professional behaviours

All staff are required to treat children with respect and act in accordance with the APS Code of Conduct and APS Values. Staff working with children, or who come in contact with children in the workplace must:

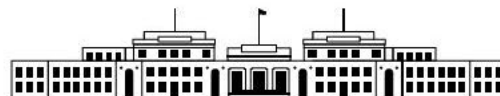
- Comply with relevant legislation including WWCC and mandatory reporting requirements.
- Ensure another adult is present when working with or near children.
- Obtain informed consent from the child and parent or guardian before photographing or filming a child or using children's images for work-related purposes.
- Ensure communications present children in a dignified and respectful manner and do not reveal identifying information about a child.
- Not use any computers, mobile phones, video cameras, cameras or social media to exploit or harass children, or access child exploitation material through any medium.
- Not use child-related data held by the Commonwealth to exploit or harass children.
- Not use language or behaviour towards children that is inappropriate, harassing, physically or emotionally abusive, sexually provocative, demeaning or culturally inappropriate.
- Not have contact with children outside of the requirements of their role without the permission of the child and their parent or guardian.
- Immediately report to their manager concerns or allegations of child exploitation and abuse and any failure to comply with this policy.
- Immediately disclose charges, convictions and other outcomes of an offence that relate to child exploitation and abuse, including those that occurred before or during association with the department.

6. Related Legislation and documentation

- [Commonwealth Child Safe Framework policy](#)
- [ACT Child safe legislation](#)
- [National Strategy to Prevent and Respond to Child Sexual Abuse 2021-2030](#)
- [The First Commonwealth Action Plan](#)
- [National Principles for Child Safe Organisations](#)
- [The Commonwealth Royal Commission into Institutional Responses to Child Sexual Abuse](#)
- [Social Media Policy](#)
- [Online Safety Act 2021 - Federal Register of Legislation](#)

7. Definitions

Child and young person	In accordance with the United Nations Convention on the Rights of the Child, child means any human under the age of 18 years.
Child exploitation	One or more of the following: a) committing or coercing another person to commit an act or acts of abuse against a child b) possessing, controlling, producing, distributing, obtaining or transmitting child exploitation material c) committing or coercing another person to commit an act or acts of grooming or online grooming d) using a minor for profit, labour, sexual gratification, or some other form of personal or financial advantage.
Child harm	Includes all forms of physical, serious emotional, psychological and sexual abuse, neglect or harm and reportable conduct behaviour
Worker	A person who has attained the age of 18 years, who carries out work in any capacity. This includes as an employee, volunteer, contractor, subcontractor, consultant, director, member of a management committee, office holder or officer. A worker must be a natural person who the has engaged to provide services. It does not apply to corporate entities and doesn't extend to workers of those corporate entities.
Working with children	Being engaged in an activity with a child where the contact would reasonably be expected as a normal part of the activity and the contact is not incidental to the activity. This includes volunteering or other unpaid work.



Volunteer Program Policy 2025 - 2027

s 22(1) and s 47(f)

Lee Pluis
Acting Director
December 2025

Due for review – December 2027

Volunteer Program Policy

Version Control

Version	Date	Reviewer	Summary of Changes	Approved by SMG
V1.0	1 March 2013	s 22(1)	Initial Draft	Draft
V1.1	21 March 2013	HR	Review and comment	Draft
V1.2	25 March 2013	Manager Visitor Experience, Assistant Manager Visitor Experience	Review and comment	Draft
V1.3	15 April 2013	Director	Approved	Final
V2	2 June 2015	Volunteer and Visitor Experience Coordinator	Biannual revision	Revision
V2	August 2015	Director Operations and Audience Engagement	Approved	Final
V2	August 2015	Director	Approved	Final
V3	12 May 2017	Volunteer and Visitor Experience Coordinator	Biannual revision	Revision
V3	September 2017	Director	Approved	Final
V4	August 2019	Coordinator Volunteers and Museum Experience	Biannual revision	Revision
V5	July 2021	Coordinator Volunteers and Museum Experience	Biannual revision	Revision
V6	August 2023	Coordinator Volunteers and Museum Experience	Biannual revision	Revision
V7	January 2024	Coordinator Volunteers and Museum Experience	Review and comment	Revision
V8	December 2025	SMG	Biannual revision	Revision

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1. Introduction

Old Parliament House is a Corporate Commonwealth Entity operating under the name Museum of Australian Democracy (MoAD) at Old Parliament House.

Our volunteer program commenced in 1992, the year that Old Parliament House was reopened to the public by former Prime Ministers John Gorton and Gough Whitlam.

Today it operates 364 days a year (closed Christmas Day) and provides visitors with engaging programs and activities that deliver a high quality, visitor-focused museum experience.

2. Rationale

- This policy exists to provide a clear framework for volunteer involvement at MoAD. Volunteers play a vital role in supporting the museum's strategic objectives by enhancing programs, engaging visitors, and extending community reach.
- This policy ensures volunteer participation is managed effectively, safely, and in accordance with relevant legislation and the National Standards for Volunteer Involvement.
- It also promotes consistency, transparency, and mutual understanding of roles and responsibilities.
- Volunteers engaged to participate in the volunteer program have an important role in supporting MoAD to achieve its strategic goals; they enhance its programs and projects by complementing the skills and resources of staff.
- Additionally, through the engagement of volunteers, MoAD can further its reach to the broader community, facilitating the two-way transfer of skills and knowledge.

3. Purpose

MoAD has developed this Volunteer Program Policy to assist volunteers to perform their roles under the volunteer program in an effective manner and consistent with relevant legislation and government policies. This policy also provides a framework for the management and involvement of volunteers at the museum.

4. Volunteer program role and objectives

The primary role of volunteers is to support MoAD in achieving its strategic goals by working with the Museum Experience team, in creating enriching experiences for visitors; by engaging with its audiences; and through the delivery of approved museum programs and activities.

People with relevant skills and experience are also recruited to assist, in a volunteer capacity, with other projects and activities across MoAD, when MoAD determines that it has a need.

The program aims to provide a volunteer service that meets the changing needs of the museum and its audiences. To support this, MoAD will:

- recruit volunteers who have a strong interest and commitment to the museum, and who will honour their commitment in time and quality of service to perform agreed tasks
- facilitate effective use of volunteer services for the museum
- coordinate development to ensure volunteers have the appropriate skills for the tasks they are assigned
- foster productive interchanges between staff and volunteers
- treat volunteers in a professional manner
- recognise and acknowledge the valuable contribution of volunteers to the museum
- offer a rewarding, interesting and enjoyable experience for volunteers
- regularly review the strategic directions and procedures of the volunteer program

4.1 Definition of a volunteer

A volunteer:

- is an individual who for personal reasons freely contributes time, service, knowledge and skill to assist the museum in accomplishing its vision
- performs duties in designated volunteer positions only
- does not receive financial payment for performing their duties
- is an invitee of MoAD for the purposes of the museum volunteer program and is not an employee of MoAD
- is distinct from other categories of non–paid work at the museum, such as work experience and internships.

5. Acceptance of volunteers into the Volunteer program

MoAD accepts volunteers who are enthusiastic and committed to meeting its purpose:

- protect, conserve and interpret the national icon that is Old Parliament House to highlight the crucial role the building and its collections have played in shaping today's Australia
- share the story of Australia's democracy through exhibitions, programs, publications and website content to increase understanding of the nation's social and political history
- enable audiences to actively explore how Australia's democratic systems work and to be inspired and equipped to participate as engaged citizens in our democracy.

Applications from prospective volunteers may be sought via the museum website, by direct contact, by other means deemed appropriate by MoAD, or any combination of these methods.

Any recruitment programs will take a planned approach to attract volunteers with relevant interests, knowledge, skills, or attributes. Potential volunteers will be provided with relevant information about MoAD, the volunteer role and the recruitment and selection process.

MoAD is committed to fostering an inclusive volunteer program that reflects the diversity of the Australian community. We welcome volunteers from all backgrounds and ensure recruitment and engagement practices are fair, equitable, and free from discrimination.

All members of the public are eligible to apply. However, as paid employees of the Museum, MoAD staff are not eligible.

Attributes considered when assessing suitable applicants will include:

- interest, knowledge, and skills relevant to the volunteer role they apply for
- commitment to supporting and promoting MoAD's strategic objectives
- professionalism whilst representing MoAD
- availability and flexibility to deliver volunteer services when and as required by MoAD

6. Conditions of acceptance

Initial acceptance into the volunteer program, and continuing participation in it, is subject to the following conditions:

6.1 Probationary period

New volunteers are subject to a probationary period following their initial training. The length of the probationary period will vary, depending on the type of volunteer role and length of the volunteer agreement, and specified when the volunteer is accepted into the volunteer program.

During the probationary period an agency delegate will assess the suitability of the volunteer to the role against the performance expectations and provide them with feedback.

Volunteers who do not meet the probationary conditions and are deemed not to be suitable will be withdrawn from the program.

6.2 Working with Vulnerable People registration

Volunteers in roles dealing with visitors are required to apply for, receive and maintain Working with Vulnerable People registration with the A.C.T. Government.

This is a personal qualification that belongs to the individual volunteer, and not MoAD.

Working with Vulnerable People registration is free for volunteers; however, a fee applies to volunteers who also work in a regulated activity requiring Working with Vulnerable People registration. In this situation payment of fees is the responsibility

of the individual or their employer, not MoAD.

6.3 Health clearance

Under *Work Health and Safety* legislation MoAD has a duty of care to ensure all volunteers are fit for the duties they are required to perform. A MoAD delegate may at any time direct a volunteer to undertake a health clearance to assess fitness for duty against the duties of a volunteer as prescribed in the position description for their volunteer role. The cost of obtaining a health clearance at the direction of MoAD will be met by MoAD.

7. Program Management

MoAD recognises that resources are required to support volunteer involvement.

As a member of Volunteering A.C.T., MoAD's management of the volunteer program is guided by the National Standards for Volunteer Involvement (2024) developed by the national peak body, Volunteering Australia.

The National Standards for Volunteer Involvement provide a sound framework for supporting the volunteer sector in Australia. The National Standards are easy to follow and are adaptable to different organisation types and different forms of volunteering which reflect the diversity of this growing sector.

The Museum Experience team is responsible for the administration of the volunteer program. The Program is managed on a day-to-day basis by the Volunteer and Museum Experience Coordinators and Volunteer and Museum Experience Supervisor; however, section Heads will be responsible for the provision of training, instruction, supervision, feedback, and support for volunteers undertaking duties for their section.

Volunteers will:

- work cooperatively with agency staff to carry out the duties specified in their Position Description
- uphold the [APS Values](#) and [APS Code of Conduct](#)
- have any confidential and personal information they supply to MoAD dealt with in accordance with the principles of the [Privacy Act 1988](#);
- be protected from certain civil liability under the terms of the [Commonwealth Volunteers Protection Act 2003](#); and
- be considered as 'Workers' for the purposes of the [Work Health and Safety Act 2011](#)

7.1 Volunteer Handbook

The Volunteer Handbook (the handbook) is designed to be one means of communicating to volunteers what MoAD expects of them, and what they can expect from MoAD. The handbook is revised periodically and made available to volunteers online via the MoAD MyImpactPage.com site, and in the volunteer's lounge at Old Parliament House.

7.2 Volunteer Agreement

Volunteers are required to complete a Volunteer Agreement form annually. This form must be signed by the volunteer to acknowledge their acceptance of the conditions of volunteering with MoAD and returned to MoAD delegate before they can commence or continue as a volunteer.

Volunteer Agreements are valid for a maximum of one year from the date of signing or for the length of the project the volunteer has been recruited for, whichever is the shorter. At the expiry of their volunteer agreement individuals may be invited to commit for a further set period or for the term of another project. Renewals or extensions are subject to volunteers having met their specified obligations under the previous agreement, and conditional on MoAD having a suitable and meaningful role for the volunteer.

7.3 Volunteer Reference Group (VRG)

The role of the VRG is to act as a liaison between the broader volunteer community and MoAD's management team. VRG members support MoAD's mission, goals and provide valuable advice on matters relating to volunteers.

Nominations for VRG membership are invited every two years. Volunteers can only serve two consecutive terms as a member of the VRG. Meetings are held quarterly, and the minutes are available to all volunteers in the volunteers' lounge and on myimpactpage.com. The group is made up of four to eight volunteers, including young volunteers, Museum Experience Coordinators, Manager of Museum Experience, Head of Museum Experience and Learning and the Branch Deputy Director.

7.4 Two-way communication

Two-way communication between volunteers and management is recognised as being important to the successful operation of the volunteer program. MoAD addresses this by facilitating a consultative forum to provide a means to involve and inform volunteers in matters which relate to their role. The format of this consultative forum is determined by MoAD. Information on the current format of this consultative forum, the Volunteers Reference Group can be obtained from the Volunteers and Museum Experience Coordinator.

8. Supporting documentation

[APS Code of Conduct](#)

[APS Values](#)

[Museum of Australian Democracy at Old Parliament House Strategic Framework, 2023-28](#)

[National Standards for Volunteer Involvement 2024](#)

[Volunteer Handbook](#)

[Work Health and Safety Policy 2024-2026](#)