

VISTA Child Protection Concept

Version July 2024

I Foreword

“In a wide variety of formats, from workshops and lectures to summer camps with overnight stays, our core team, our facilitators and partner organizations are not only experts in terms of science education, but also responsible for the care and supervision of participating minors.

We know that our responsibility extends beyond matters of content. From target group-oriented concepts to participatory and inclusive implementation, the well-being of children and teenagers is our top priority.

This concept provides an overview of our understanding of child protection and the measures we take to protect participants and facilitate the most joyful and carefree science experiences we possibly can.”

Christian Bertsch, Head of Science Education

Acknowledgements

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2 Introduction

2.1 Aims and objectives of the child protection concept

The Institute of Science and Technology Austria (ISTA) is a basic research institute that uses VISTA Science Experiences, workshop formats and exhibitions to promote a dialogue between science and society. In addition to pedagogically trained staff, other ISTA employees such as scientists also contribute to various events, inspiring children, teenagers and adults to develop their interest in research.

The purpose of the child protection concept is to promote a culture of mindfulness. In accordance with the National Constitutional Law on Child Rights, we aim to create a protected and empowering environment for children and ensure that their interests and rights to protection from overstepping of personal boundaries, violence and exploitation are safeguarded. Violence causes harm to physical and psychological integrity and occurs in a wide variety of forms and situations. The child protection concept aims to make a contribution toward sensitizing employees to consider possible transgressive and abusive behavior in the preparation of mediation formats and to prevent their occurrence with defined preventive measures. In addition to these measures, an intervention plan is developed in order to facilitate competent action whenever an overstepping of boundaries is detected.

2.2 Definition of violence against minors

In order to raise awareness for behavior that crosses boundaries but is not yet defined as a form of violence, such behaviors are described in paragraphs 1 and 2. This is followed by the definitions of different forms of violence.

Overstepping of personal boundaries: Every person has their own individual boundaries. These are both physical and emotional and are defined as a personal safe space. They vary from person to person and are context-dependent. Overstepping of boundaries occurs when a person's behavior, verbal or non-verbal, crosses the personal boundaries of another person. These incidents often happen unintentionally. For example, children and teenagers may feel uncomfortable when they are called nicknames such as "love" or "sweetie". A well-intentioned touch on the shoulder can be perceived as comforting by one person and invasive by another.

Assaultive behavior: If behavior that oversteps boundaries is repeated, this is

referred to as assaultive behavior. This can happen deliberately and intentionally, and defensive reactions by those affected are often disregarded. Racism, sexist remarks, verbal abuse, insults or bullying, as long as it is not very severe, are also considered under this category.

Physical violence describes the deliberate use of physical force against minors with the aim of inflicting harm. The intensity of the act can vary greatly, ranging from a light slap to severe blows with an object.

Sexualized violence/sexual abuse describes the seduction, coercion and exploitation of children for sexual acts. This also includes the creation and distribution of abusive images, the showing of pornographic material, the use of terms that are not age-appropriate, and sexually motivated touching by the perpetrator in the presence of the child, on themselves or on the child.

Psychological violence often leaves no visible injuries, but is just as profound as physical violence. It includes various forms of abuse by means of psychological or emotional pressure, humiliation, insulting, frightening, ignoring, isolating and locking up the child, witnessing domestic violence and highly contentious custody proceedings, stalking, bullying and cyberbullying as well as hate speech, discrimination and grooming.

Structural violence is caused by the social system and not by the actions of individuals. It manifests itself in unequal power relations and consequently unequal chances for women and men, young and old people, or people with different cultural backgrounds or lifestyles.

Neglect describes the withholding of services to satisfy the needs of minors, despite the possibility of doing so.

Gender dimension of violence and exploitation

Children and teenagers, including LGBTQIA+ persons, experience violence and exploitation in various forms that are linked to gender and gender-specific structures of dependency.

2.3 Legal framework

Our approach is based on the UN Convention on the Rights of the Child, in particular the four fundamental principles contained therein, which include non-discrimination, the primary consideration of the best interests of the child, the right to survival and development, and respect for the views of the child.

The following legislation is relevant regarding protection against violence in Austria:

- Federal Constitutional Act on the Rights of Children of 20.1.2011, available at: [ERV_2011_1_4.pdf \(bka.gv.at\)](#)
- European Convention on Human Rights, available at: [RIS - Europäische Menschenrechtskonvention - Bundesrecht konsolidiert, Fassung vom 19.02.2024 \(bka.gv.at\)](#)
- Charter of Fundamental Rights of the European Union, available at: http://data.europa.eu/eli/treaty/char_2012/oj (eur-lex.europa.eu)
- Federal Child and Youth Welfare Act 2013 - B-KJHG 2013 including § 37, Duty to report (notifications in the event of suspected child endangerment), available at: [RIS - Bundes-Kinder- und Jugendhilfegesetz 2013 § 37 - Bundesrecht konsolidiert \(bka.gv.at\)](#)
- StGB, Section I, Criminal acts against life and limb, Section IO, Criminal acts affecting sexual integrity and self-determination - especially relevant §§ 206; 207; 207a; 207b; 208; 208a; 212; 214; 215a as well as § 220b, prohibition of activity, available at: [RIS - Strafgesetzbuch § 75 - Bundesrecht konsolidiert \(bka.gv.at\)](#)

3 Preventive measures

This concept was developed based on a detailed risk analysis, which was conducted by the entire science education team during a workshop. Existing risks result from the current activities of the VISTA Science Experience team and are to be minimized by the preventive measures listed here.

The following chapter presents the most important building blocks of preventive measures in child protection. Central aspects are the promotion of participation by children and teenagers and the establishment of low-threshold complaint mechanisms. Furthermore, the codes of conduct for different formats are listed, which contribute to a safer environment for minors and other vulnerable persons, see also Appendix I and 2. The chapter also includes criteria for the selection and suitability of employees. Finally, the guidelines for media work and public relations are presented.

3.1 Facilitating participation by children and teenagers

The feeling of being taken seriously increases self-efficacy, so that young people feel encouraged to verbalize complaints and needs. Participatory activities and proactively asking for and including participants' wishes can contribute to this.

The following two paragraphs describe examples of participatory work implemented within VISTA activities:

During the workshop, the needs of participants for breaks are incorporated into the design of the workshop. Before each activity, the well-being of participants is verbally assessed. If a person does not wish to take part in an activity, they are offered the opportunity to observe and, if necessary, a safe place to retreat.

Where possible, rules for respectful interaction are drawn up cooperatively and represent a further opportunity for participation. These rules can be extended after consultation with the group and participants are encouraged to discuss rule extensions if necessary.

During workshops lasting several days, there is the option and possibility to visualize rules together with the group, for example as a poster.

3.2 Low-threshold complaint options

In addition to complaints about the registration system, food or other structural framework conditions, these can also relate to the behavior or decisions made by workshop leaders, support staff and other workshop participants. Openness to complaints is therefore an important measure.

Low-threshold complaints management is achieved by making the child protection concept and the contact persons visible on our website. An additional form on the website provides an anonymous complaint option.

Anonymous feedback at the end of each workshop offers all participants the opportunity to write down wishes and complaints. This feedback is collected and taken up in reflection rounds regularly held by the workshop leaders or discussed directly with those affected in a small group setting.

In group work-intensive workshops, positive behaviors for conflict-free cooperation are developed together. Should a conflict arise between participants, this is first addressed with those affected and then reflected on in order to make the children aware of the positive experience of dealing with complaints.

If a conflict between participants is not resolved promptly, an unbiased member of the child protection team is called in to help resolve the issue.

3.3 Appointment of child protection officers

In order to have a contact person available for each day, our organization has three child protection officers.

Their contact details are listed below:

Name	Georg Bauer	Lisa-Maria Hanghofer	Alice Laciny
E-mail	Georg.Bauer@ista.ac.at	Lisa-Maria.Hanghofer@ista.ac.at	Alice.Laciny@ista.ac.at
Tel.	+43 664 88326038	+43 664 88326495	+43 680 1265232
Office	124.03.019	124.03.021	124.03.019

Their tasks include the execution of risk analyses, the evaluation of feedback forms and the further development and implementation of the child protection concept. They also act as contact persons for complaints and suspected abusive behavior or violence, provide support and implement crisis management.

3.4 Recruitment criteria for new employees (incl. volunteers) and cooperation partners

Employees of the Science Education Team:

When advertising positions, explicit reference is made to the child protection concept. During the job interview, questions regarding child protection are discussed. A prerequisite for employment is written consent to the child protection concept and the respective code of conduct as well as the submission of a general criminal record certificate and a special criminal record certificate for child and youth welfare.

External cooperation partners of the Science Education Team:

All tender offers for cooperation partners contain a reference to the child protection concept. During contract negotiations, questions regarding child protection are clarified. If the cooperation partners do not have their own comparable child protection concept, a written agreement to the VISTA child protection concept (incl. agreement to the code of conduct and police clearance conformed by a general criminal record certificate and a special criminal record certificate for child and youth welfare) is a prerequisite for employment or assignment. If cooperation partners already have a comparable child protection concept, only a written agreement to the relevant VISTA code of conduct is required.

3.5 Training for employees (including volunteers) and cooperation partners

The child protection officers ensure that employees learn how to deal with difficult or transgressive behavior against or between minors. Furthermore, all employees should have basic knowledge of violence prevention and non-violent interventions and, if necessary, take advantage of further training options on the topic.

Daily reflection meetings take place during formats lasting several days. These meetings are attended by at least one child protection officer to discuss difficult or sensitive situations, or even overstepping of boundaries or instances of violence that may have occurred, to improve the repertoire of all employees and avoid these situations in the future.

One reflection meeting per semester is used to discuss how to deal with challenging situations. The meeting is mandatory for all employees of the Science Education Team and is recommended for other ISTA employees who take part in science education formats.

Should the need for specialized further training - that cannot be covered by the child protection officers - arise during the reflection meeting, external experts are invited for further workshops.

3.6 Code of conduct

The purpose of the code of conduct is to ensure a professional and personal standard of protection. These codes are adapted depending on the intensity of the interaction with participants and can be found in Appendix I and 2. Lecturers who work with children and teenagers at irregular intervals are provided with a code of conduct corresponding to the activity.

By signing the code of conduct, the signatory agrees to actively contribute to building and maintaining an environment that is safe for minors. Employees who work with children and teenagers are responsible for observing, publicizing and disseminating the applicable code of conduct.

3.7 Guidelines for public and media relations

The VISTA team is committed to handling the creation and publication of photographic and video material of minors with care.

3.7.1 Guidelines for media coverage

For the publication of photos and videos of VISTA activities on a website, both the consent of the legal guardians and the respective participants is necessary. This consent is obtained in advance by means of a consent form for photos and videos, whereby the purpose of use is explained in detail.

These are often photos and videos in which children and teenagers are recorded during a workshop activity. Attention is paid to equal and respectful treatment, e.g. ensuring that children with disabilities are also portrayed to show their strengths and skills.

Participants and guardians are informed about the right to withdraw consent - also partially - at any time in the future and provided with contact details to do

so. In addition, reference is made to the information on data protection and rights as per the ISTA data privacy statement, which can be found at <https://ist.ac.at/en/data-protection/>.

3.7.2 Privacy policy

For VISTA events and functions, the purpose of collecting different types of data is communicated clearly, such as the collection of health information to ensure the safety of participants. It is specified exactly which persons receive the data and how it will be processed further, with reference to the legal basis for processing the data. It is also specified when and how the data will be deleted. Furthermore, reference is made to the ISTA data privacy statement, <https://ist.ac.at/en/data-protection/>.

4 Case management system

4.1 System for reporting, notification and prosecution in suspected cases with clear definition of responsibilities and communication processes

In the event of suspicion that minors are exposed to violence in their social environment, incidents between participants during VISTA events, or a breach of the present child protection concept in the form of overstepping boundaries, assaultive or violent behavior towards minors (physical, psychological, sexual as well as neglect, harmful practices or similar), the first point of contact is the organization's child protection team. In case of doubt, whether an observed or experienced incident should be reported, the "Checklist for suspected cases" (see Appendix 4) can serve as a guide.

When in doubt, always seek the advice of a child protection officer!

The child protection team can be informed informally by e-mail, by telephone or in person.

General e-mail contact: kinderschutz@ista.ac.at

Anonymous report form: www.vistascience.at/en/kinderschutz

Contact data child protection team:

Name	Georg Bauer	Lisa-Maria Hanghofer	Alice Laciny
E-mail	Georg.Bauer@ista.ac.at	Lisa-Maria.Hanghofer@ista.ac.at	Alice.Laciny@ista.ac.at
Tel.	+43 664 88326038	+43 664 88326495	+43 680 1265232
Office	124.03.019	124.03.021	124.03.019

A **report** should contain at minimum the following information:

- Who is reporting the case, including contact details.
- During which activity or event and when was the observation made?
- Who is the child or teenager concerned?
- Who else witnessed the incident?
- What exactly was observed?
- Were immediate measures taken?

As an anonymous and impersonal reporting option,
www.vistascience.at/en/kinderschutz offers a form for contacting the child protection officers.

After the suspected case has been evaluated by the organization's child protection officers, measures are taken depending on the severity and the expected consequences for the persons involved (see I.2 Definition of violence against minors):

Overstepping boundaries

- The child protection officers decide on any further immediate measures to ensure the safety of the involved minors.
- The child protection officers evaluate adjustments to the child protection concept to prevent similar cases in the future.
- The child protection officers recommend any further training or consultations for team members.
- The child protection officers inform parents / relatives / legal guardians at their own discretion and document the case.

Assaultive behavior

- The child protection officers decide on any further immediate measures (e.g. more childcare staff) to ensure the safety of the involved minors.

- The child protection officers report the incident to the Head of Science Education.
- The Head of Science Education reports the incident to ISTA Management, the Head of Communications & Events and the EDI Office at their own discretion.
- The child protection officers contact an external counseling center at their own discretion to discuss the case.
- The child protection officers contact the persons involved or their legal guardians to discuss the incident and share counseling contacts (see below).
- The child protection officers evaluate adjustments to the child protection concept to prevent similar cases in the future.
- The child protection officers recommend any further training or consultations for team members.
- The child protection officers document the case.

Violence

- The child protection officers ensure that the guideline “Recommendations in the event of a crisis” (see Appendix 5) has been adhered to or implement it themselves.
- The child protection officers decide on any further immediate measures to ensure the safety of the involved minors.
- The child protection officers report the incident to the Head of Science Education.
- The Head of Science Education reports the incident to ISTA Management, the Head of Communications & Events and the EDI Office at their own discretion.
- The child protection officers contact an external counseling center at their own discretion to discuss the case.
- The child protection officers contact the persons involved or their legal guardians to discuss the incident and share counseling contacts (see below). If

guardians are suspected of being violent themselves, any information or confrontation is omitted in this regard.

- The child protection officers inform authorities about the case at their own discretion (e.g. the police, after consultation with external child protection centers and superiors).
- The child protection officers evaluate adjustments to the child protection concept to prevent similar cases in the future.
- The child protection officers recommend any further training or consultations for team members.
- The child protection officers document and archive the case.

5 Evaluation and development

This child protection concept is intended to be a living document, which is regularly (every three years) adapted and amended in revision loops. Feedback from workshop leaders, participants and external experts is thereby taken into account.

The ongoing improvement of the concept is ensured by the following measures:

- As part of a VISTA Jour Fixe, the child protection officers report on the status and progress of the concept's implementation once per year.
- Child protection officers take part in thematically appropriate training at least once a year (e.g. classroom management, conflict resolution) and summarize the relevant content for the entire VISTA team and the workshop leaders.
- After all VISTA events with children and teenagers, participants have the opportunity to provide anonymous feedback on their well-being during the event. The results of these surveys are discussed with the event leads, either in larger meetings or small groups depending on the event, and, if necessary, measures for improvement are initiated.
- If problematic situations arise, workshop leaders and lecturers are encouraged to seek help or feedback from colleagues and the child protection team.
- Each individual (suspected) case is documented by the child protection team and filed in accordance with data protection regulations (for sensitive data).
- All incidents and complaints are not only handled professionally, they also serve the learning process and the ongoing adaptation of child protection standards and reporting procedures.
- Every three years, the present child protection concept is subject to an internal review and revised by the child protection team. If necessary, advice is sought from external experts.
- The VISTA child protection concept is published on the VISTA website at www.vistascience.at/en/kinderschutz.

References

- Bundeskanzleramt Österreich (2023). *Gewaltinfo*.

<https://www.gewaltinfo.at/>

- Bundeskanzleramt Österreich (2023). Kinderschutzkonzept. Leitfaden zur Bearbeitung von Kinderschutzkonzepten für Organisationen der ausserschulischen Jugendarbeit in Österreich.

https://www.bundeskanzleramt.gv.at/dam/jcr:9fcb68d9-63bb-41b8-8595-c56a5041b02d/leitfaden_kinderschutzkonzept_nb.pdf

Appendix

Appendix I: Code of conduct - VISTA Science Education Team, Supervisors and Workshop leaders

In order to respect the needs of children and teenagers and preserve their mental and physical intimacy and integrity, we agree to act in accordance with the following rules of conduct in the course of all VISTA programs and events:

I am aware of my responsibility for the minors under my care and will never exploit my position as a figure of authority and trust.

Any kind of physical discipline is strictly prohibited!

I will ensure that all children and teens entrusted to me are treated with respect. I will never favor or discriminate against individuals, regardless of age, gender, sexual orientation, religion, ethnicity, disability or other differences.

I will plan activities in such a way that minors are never in physical danger and/or exposed to topics that are not age-appropriate. When selecting media, written and visual material, I will ensure that the legal age specifications are adhered to.

I will act according to the youth protection laws of the respective (federal) state (e.g. regarding the prohibition of alcohol, nicotine and drugs, no possession and no passing on of brutal, pornographic and racist material of any kind - see Austrian Youth Protection Law).

When it comes to physical contact, such as greeting, encouraging or comforting (in the event of injury, sadness or homesickness), I will not base my actions on my own needs/habits, but on what is considered appropriate for the child. In doing so, I also protect my own boundaries.

Wherever possible, I will not be alone in secluded areas with a minor person, especially not in bedrooms and sanitary facilities, and I will follow the “two-adults rule” if possible. Should a 1-to-1 situation be necessary, I will ensure transparency (i.e., leave the door open, let the team know).

I will handle all personal data and recordings with care and in accordance with the applicable data protection regulations. I may only take photographs of

participants for the purpose of reporting on VISTA channels and activities and only if I have obtained their prior consent. If I use a private device (e.g. cell phone) for this purpose, I will to remove the recordings from my device immediately after making them available for reporting purposes. I will never take pictures in demeaning situations, of minors in swimwear/underwear, or of unclothed children and teens.

I will never approach minors in an inappropriate way to satisfy my own (sexual) needs. I will avoid exclusive friendly or other close relationships with individual children or teens. I will never ask a minor for services or favors that could be perceived as abusive or exploitative. I will not use participants' known contact details (e.g. telephone number, e-mail address) for private interactions and delete them after the respective program.

I will refrain from making suggestive statements about the children's clothing or appearance. There is no tolerance for sexist, racist, homophobic or otherwise discriminatory comments or jokes. I will also be mindful of such behaviors among the participants and address them if necessary.

I will encourage children and young people to speak openly about irritations and inform them about contact persons and ways to voice feedback/complaints. I know the list of contact persons and counseling centers that are available to me or the participants in the event of a crisis.

I will regularly reflect on my work with children and teens with other workshop leaders and give feedback if I notice problematic behavior. I am aware that I can contact the child protection team at any time, should I feel overwhelmed or experience a transgression of my own boundaries, and that counseling options are available to me. I will use the "Checklist for suspected cases" as a guide and give feedback to the child protection team if necessary.

I understand that in the event of a suspected or confirmed breach of these rules, ISTA will do everything possible to support the affected minors and, if necessary, take legal action or disciplinary measures.

I have received, read and understood the above VISTA Science Education Team code of conduct. In my work within the VISTA Science Education Programs, I agree to act in accordance with them.

Name

Function

Place, date

Signature

Appendix 2: Code of conduct - Lecturers

I am aware of my responsibility for the minors under my care and will never exploit my position as a figure of authority and trust.

Any kind of physical discipline is strictly prohibited!

I will ensure that all children and teens entrusted to me are treated with respect. I will never favor or discriminate against individuals, regardless of age, gender, sexual orientation, religion, ethnicity, disability or other differences.

I will plan activities in such a way that minors are never in physical danger and/or exposed to topics that are not age-appropriate. When selecting media, written and visual material, I will ensure that the legal age specifications are adhered to.

I will handle all personal data and recordings with care and in accordance with the applicable data protection regulations. I may only take photographs of participants for the purpose of reporting on VISTA channels and activities and only if I have obtained their prior consent. If I use a private device (e.g. cell phone) for this purpose, I will remove the recordings from my device immediately after making them available for reporting purposes. I will never take pictures in demeaning situations, or of unclothed children and teens.

I will never approach minors in an inappropriate way to satisfy my own (sexual) needs. I will avoid exclusive friendly or other close relationships with individual children or teens. I will never ask a minor for services or favors that could be perceived as abusive or exploitative. I will not use participants' known contact details (e.g. telephone number, e-mail address) for private interactions and delete them after the respective program.

I will refrain from making suggestive statements about the children's clothing or appearance. There is no tolerance for sexist, racist, homophobic or otherwise discriminatory comments or jokes. I will also be mindful of such behaviors among the participants and address them if necessary.

I understand that in the event of a suspected or confirmed breach of these rules, ISTA will do everything possible to support the affected minors and, if necessary, take legal action or disciplinary measures.

I have received, read and understood the above VISTA Science Education Team code of conduct. In my work within the VISTA Science Education Programs, I agree to act in accordance with them.

Name

Function

Place, date

Signature

Appendix 3: Report form

Report to the child protection team

Date:	Place:
Reporting person	
First and last name:	
Contact (phone, e-mail, address):	
Incident: <input type="checkbox"/> Supervisor and child <input type="checkbox"/> Child and child <input type="checkbox"/> Outside the project	Role:
Affected minor person (participant)	
First and last name:	Age / grade:
Contact (phone, e-mail, address):	
Are other persons / minors affected?	
Person under suspicion:	
First and last name:	Role:
Age:	Gender:
Contact (phone, e-mail, address):	

Who does this person work for?	
What relationship does this person have to the affected minor(s)?	
Are other persons involved in the suspicion?	
Facts of the incident:	
Date:	Time:
How did you become aware of the incident?	
Place:	Were there other witnesses?
If yes - name, position, contact information:	

Incident description

Program during the incident
Protection measures for minors
Immediate measures (incl. persons informed)
Suggestions / further measures
Next steps

Classification of incident according to child protection concept
<input type="checkbox"/> Overstepping of boundaries <input type="checkbox"/> Assaultive behavior <input type="checkbox"/> Violence
Contact person regarding report
First and last name:
Contact (phone, e-mail, address):

.....
 Signature + name in capitals
 Reporting person

.....
 Signature + name in capitals
 Witness I

.....
 Signature + name in capitals
 Witness 2

.....
 Signature + name in capitals
 Contact person

Appendix 4: Checklist for suspected cases

If there is any doubt as to whether an observed behavior or situation should be reported, this checklist provides a point of reference.

If you can answer at least one question with “yes”, the incident must be reported to the child protection team:

What event/observation is your concern based on:

- Have you witnessed violence against a minor?
- Do you have a concrete suspicion that someone has used violence against a minor?
- Is someone being accused of having committed violence against a minor?

Does your concern fall into one of the following categories?

- A minor may have been/is being neglected?
- A minor may have been/is being physically abused?
- A minor may have been/is being emotionally abused?
- A minor may have been/is being sexually abused?

Source: Kinderschutzkonzept – Leitfaden zur Erarbeitung von Kinderschutzkonzepten für Organisationen der außerschulischen Jugendarbeit in Österreich, Bundeskanzleramt, March 2023 (adapted).

Appendix 5: Recommendations in the event of a crisis

Children and teenagers should feel safe and comfortable in the course of all our workshops and programs. Every allegation, suspicion or indication of transgressive or assaultive behavior, violence and sexual abuse will therefore be taken seriously, documented and investigated.

It is necessary for all employees and other external service providers to adhere to the specified guidelines (see also code of conduct).

It is particularly important to have a transparent approach while at the same time endeavoring to keep the circle of informed persons only as large as necessary.

It can be difficult for those affected if many people have knowledge about the incident.

If a minor approaches you and reports overstepping of boundaries, assaults or violence, then:

- Respond calmly and carefully.
- Reassure the child or teen that they have acted correctly by taking you into their confidence. Ask about their wants, expectations or fears related to the event.
- Take what is said seriously and try to understand what the child or teen wants to say.
- Avoid leading questions. You can ask, for example, “What happened next?” instead of “Did he touch your leg?”
- Make sure that the minor is safe.
- If medical help is necessary, let care providers know that this is a child protection issue.
- Document the statements from the conversation in writing (report form) and contact the child protection team as soon as possible.
- Stay with the child or teen until they are taken over by the child protection team so that they do not feel “defenselessly” at the mercy of events.

- Contact a member of the child protection team who (together with the management or a process facilitator) will decide which authorities need to be informed (child and youth welfare services, police, public prosecutor's office).

General e-mail contact: kinderschutz@ista.ac.at

Anonymous report form: www.vistascience.at/en/kinderschutz

VISTA child protection officers			
Name	Georg Bauer	Lisa-Maria Hanghofer	Alice Laciny
E-mail	Georg.Bauer@ista.ac.at	Lisa-Maria.Hanghofer@ista.ac.at	Alice.Laciny@ista.ac.at
Tel.	+43 664 88326038	+43 664 88326495	+43 680 1265232
Office	124.O3.O19	124.O3.O21	124.O3.O19

Source: Kinderschutzkonzept – Leitfaden zur Erarbeitung von Kinderschutzkonzepten für Organisationen der außerschulischen Jugendarbeit in Österreich, Bundeskanzleramt, March 2023 (adapted).