



# SUPERAR AUSTRIA

## CHILD PROTECTION AND SAFEGUARDING POLICY

„The best way to protect children is to empower them to protect themselves“

UNICEF

## Table of Content

1. VISION & MISSION	2
2. SCOPE OF POLICY	2
3. LEGAL FRAMEWORK	3
4. DEFINITIONS	3
5. GOALS OF THE CHILD PROTECTION POLICY	5
6. GENERAL CODE OF CONDUCT	6
7. SAFE RECRUITMENT	6
8. TRAINING	7
9. DESIGNATED CHILD PROTECTION REPRESENTATIVES	7
10. CASE AND COMPLAINT MANAGEMENT	8
11. RESPONSIBILITIES	10
12. HISTORICAL ALLEGATIONS OF ABUSE	10
13. VIOLATION OF CHILDREN'S PRIVACY	11
14. CONFIDENTIALITY	12
15. APPENDICES	13
APPENDIX 1: LIST OF INSTITUTIONS OF CHILD WELFARE IN AUSTRIA (“NETZWERKLISTE SUPERAR”)	14
APPENDIX 2: FORM FOR REPORTING A SUSPECTED CASE (“MELDUNG EINES VERDACHTSFALLS”)	19



## 1. VISION & MISSION

Superar Austria is a non-profit association that aims to empower children and young people through active music making. Superar Austria sees the daily artistic promotion combined with positive pedagogy as an effective way to reach and discover the potentials of people of every social, ethnic, religious, political, and educational background.

The program offers children from four years old regular choir, musical and instrumental music classes in schools or as after-school activities in community centers. All activities are free-of-charge for every participant. The classes are held in groups by professional musicians or music teachers. Additional activities as concerts, concert visits, visits to and from partner organisations happen regularly.

The association is operating internationally from the headquarters in Vienna. Participants occasionally attend events like camps and concerts outside of Austria, they are accompanied by teachers and other staff members of Superar Austria.

## 2. SCOPE OF POLICY

Superar Austria is fully committed to the safeguarding of children and only cooperates with staff who acknowledge and sign this policy. Everyone working for Superar Austria, whether in a paid or voluntary capacity, is highly aware that issues related to the protection of children's well-being are of the highest possible importance.

This policy is binding for all people who are in contact with children and young people within the frame of activities of Superar Austria, e.g. musicians, administrative staff, and volunteers. It also applies to staff who do not have direct responsibility for children, but who will have contact with children within the organisation and will be seen as safe and trustworthy and/or have access to confidential and sensitive information e.g. members of the board, interns, or other administrative staff.

This policy outlines how Superar Austria deals with child protection and safeguarding issues and applies to all children and young adults regardless of race, religious beliefs, colour, gender, sexual orientation, gender identity, physical characteristics, disability, family status, age, ancestry, place of origin, place of residence, socio-economic background or linguistic background.



### 3. LEGAL FRAMEWORK

This policy is in line with:

- The UN Convention on the Rights of the Child (UNCRC)
- Bundes-Kinder- und Jugendhilfegesetz 2013 – B-KJHG 2013 (Austrian federal law for protection of children and youth)

Areas of the rights of children as laid out by UNCRC:

- **The right to protection:** Protecting children from harm or abuse; creating a safe environment, where children can learn in an atmosphere of mutual trust and respect.
- **The right to provision:** The very essence of our work is accompanying and supporting children to learn new skills, discover their potentials, develop their personality further, through music and music education.
- **The right to participation:** Empowering children independent of the means and support from their parents or backgrounds. Giving them access to the world of music and culture, taking every effort to allow children involvement in our programs without any social, financial or cultural barriers.

### 4. DEFINITIONS

For the purposes of Superar Austria's Child Protection and Safeguarding Policy, we define a child as anyone who has not reached his/her 18th birthday. A young adult is anyone who is between 18 and 24 years of age who is involved in activities of Superar Austria. Staff means anyone who has a contractual relationship with Superar Austria, such as management, volunteers, interns, and members of the board.

Child protection and safeguarding means protecting children from abuse, as well as identifying and stopping abuse that is already happening.

#### **Forms of abuse are as follows:**

PHYSICAL ABUSE is the actual or potential physical harm caused by an action or lack of action, which is reasonably within the control of the parent or person in a position of responsibility, power, or trust. Physical abuse may involve hitting, spanking, shaking, throwing, poisoning, burning or scalding, drowning and suffocating. It can also mean



causing physical harm to a child by fabricating the symptoms of, or deliberately causing, ill health to a child. The incidents may be single or repeated.

SEXUAL ABUSE is evidenced by an activity between a child and an adult or another child who, by age or development, is in a relationship of responsibility, trust or power; the activity being intended to gratify or satisfy the needs of the other person. Child sexual abuse involves forcing or enticing a child to take part in sexual activities, whether or not the child is aware of what is happening. The activities may involve physical contact and penetrative or non-penetrative acts. This may also include involving children in looking at, or in the production of, pornographic material, or encouraging children to behave in sexually inappropriate ways.

NEGLECT and NEGLECENT TREATMENT is the inattention or omission on the part of the caregiver to provide for the development of the child in: health, education, emotional development, nutrition, shelter and safe living conditions, in the context of resources reasonably available to the family or caretakers and which causes, or has a high probability of causing, harm to the child's health or physical, mental, spiritual, moral or social development. This includes the failure to properly supervise and protect children from harm as much as is feasible.

EMOTIONAL ABUSE is the persistent emotional ill treatment of a child that adversely affects his or her self-perception and development. It may involve conveying to the child that he or she is worthless, unloved, and inadequate, or there only to meet the needs of another person; or imposing inappropriate expectations upon him/her. Acts include restricting movement, threatening, scaring, discriminating, scape-goating, corrupting, ridiculing, degrading, bullying, humiliating (e.g. asking potentially embarrassing questions, demanding potentially embarrassing action) or other non-physical forms of hostile or rejecting treatment.

### **Specific Considerations: Child-to-Child ABUSE**

Allegations or concerns regarding the abuse of a child by another child need to be responded to with particular sensitivity; nevertheless, they have to be dealt with through the child protection procedures. All work with young people who have committed abuse requires an effective approach which ensures the protection of people affected, while at the same time supporting the young person in challenging and changing his/her behaviour. Any such approach requires:

the recognition that a child who has abused another child differs significantly from adults who have committed similar offences, as the child is not fully aware of why he or she has committed abuse and what the consequences are keeping in mind that the best interest of



the child is the primary consideration in all decisions made - for both the victim and the abuser.

Child welfare is a continuum of services designed to ensure that children are safe and that families have the necessary support to care for their children successfully.

## 5. GOALS OF THE CHILD PROTECTION POLICY

This policy aims at:

- preventing cases of child abuse and reducing the number of incidents (adult to-child, child-to-child) in facilities and programmes in each location,
- making children aware of their rights and their active role in child protection,
- informing children, co-workers, board members, family and community members, volunteers and partners (sponsors, donors, journalists, governmental authorities, etc.) about the child protection policy and related procedures (awareness, prevention, reporting, responding),
- encouraging co-workers and partners directly involved with children to apply the skills needed to contribute to each child's development and protection,
- ensuring that all co-workers have the working conditions needed to contribute to each child's development and protection,
- fostering open and honest discussions on prevention of child abuse in national meetings and workshops in all programmes and facilities amongst all stakeholders (children, young adults and their families, child and youth care co-workers, management staff , board members, PR and fundraising staff , teachers, maintenance and security staff , etc.)
- fostering the health of children by strengthening their individual resources
- putting in place fair, secure and transparent reporting channels that guarantee the right of stakeholders (children, parents, staff) to be heard,
- forming an active network of protection so that all children and adults in our organisation are safe and protected. Within and across all member associations, co-workers strive together for the protection of children.



## 6. GENERAL CODE OF CONDUCT

Superar Austria's General Code of Conduct (see website) sets clear boundaries of behaviour for working with children and young adults and promotes a safe and open working environment. All Superar Austria staff, board members and volunteers must acknowledge the General Codes of Conduct and commit themselves to follow it. There is also a simpler version for the children (see website).

## 7. SAFE RECRUITMENT

### **Safe Selection and Recruitment of Staff, Board Members and Volunteers**

Safe recruitment is central to the safeguarding of children and young people. All Superar Austria staff, board members and volunteers, with or without direct contact with children, are subject to careful selection procedures.

Superar Austria will:

- Include a statement in the job advertisement about its commitment to safeguarding and promoting the welfare of children and young people
- Inform candidates about the individual's responsibility for promoting the Child Protection and Safeguarding Policy of the organisation and hand out a list with the names of the Safeguarding Officers including the most important aspects when to contact them
- Request proof of identity (e.g. birth certificate, driving licence or passport)
- Carry out checks with the Criminal Records Bureau (in Austria „Strafregisterbescheinigung Kinder- und Jugendfürsorge“, or national equivalent in other countries

For the recruitment of teaching staff, the job interview will be conducted by a panel of at least two people who have the necessary authority to make decisions about the appointment.

The panel will explore:

- The candidate's attitude towards working with children and young people and motivation to work with children
- His/her ability to support Superar Austria's agenda for safeguarding and promoting welfare
- Concerns or discrepancies arising from the information provided by the candidate
- Ability to form and maintain appropriate relationships and personal boundaries
- Emotional resilience in working with challenging behaviours.
- In a second round, the candidate will be observed during a trial lesson with children to



assess his/her attitude towards children and the ability to perform the given tasks

## 8. TRAINING

### **Training of Staff, Board Members and Volunteers**

All Superar Austria staff, board members and volunteers will acknowledge and sign the Child Protection and Safeguarding Policy as part of their induction.

- Staff, board members and volunteers who are involved in day to day work, events and projects must attend a child protection training course that will be offered by Superar Austria preferably in the course of six months from the appointment.
- All those involved in recruitment and selection of staff, including key managers and HR professionals, will have regular comprehensive safe recruitment and selection training, and appropriate updates.
- Training on Child Protection and Children's Rights issues will form part of the compulsory annual Superar training week or locally for all staff.

## 9. DESIGNATED CHILD PROTECTION REPRESENTATIVES

Designated safeguarding representatives (SGO) are responsible for providing continuity in dealing with child protection issues and will take responsibility for dealing with allegations or suspicions of child abuse. It is not the role of the Child Safeguarding Representatives or any other representative of Superar Austria to decide whether a child has been abused or not.

### **In particular, the nominated child safeguarding representatives will be responsible for:**

- The implementation of the Policy into the everyday activities of Superar Austria
- Conducting/Implementing a risk assessment to identify the relevant issues for the policy update
- Updating of the Policy, setting up standards, guidelines, and procedures (roadmap, renewal)
- Receiving information from staff, board members, volunteers, children, parents, and carers who have child protection concerns and passing on information (e.g. what has already been done?)
- Setting up a mailbox for anonymous complaints and checking it on a regular basis



- Managing allegations against staff, board members and volunteers, recording information about child protection concerns in writing and assessing it promptly and carefully
- Seeking advice from a relevant body (Appendix 2: List of institutions of child welfare in Austria)

1. Designated Safeguarding Officer

Name: Valerie KAUSEL  
Phone: +43 664 8429939  
E-mail: valerie.kausel@superar.eu

2. Designated Safeguarding Officer

Name: Bernhard HALBWACHS  
Phone: +43 664 88798852  
E-mail: bernhard.halbwachs@superar.eu

3. Lead board member for safeguarding

Name: Birgit LEINICH  
E-mail: birgit.brodner@superar.eu

## 10. CASE AND COMPLAINT MANAGEMENT

Reporting procedures:

### **Complaint management in general**

See guidelines concerning complaint management

### **Case management concerning child protection**

Every person related to Superar must immediately (within 24 hours) report any child safety incident that they become aware of to the Designated Safeguarding Officers, regardless of the fact where or by whom the risk or the harm is caused. The contact information of safeguarding officers and a form for reporting a suspected case will be made available online on the Superar website in the section “Children’s Safeguarding Policy”.

All information relating to child safeguarding issues, including details about alleged victims, witnesses and alleged perpetrators must be treated confidentially in accordance to the national law on personal data protection. This means handling information carefully and





respectfully and only passing it on to those who really need to know. It does not mean keeping secrets. Information about possible or actual child abuse must always be reported. The safeguarding officers must take action in the course of 48 hours after having received a report.

- **Anonymous reporting**

Anonymous reports are to be taken as seriously as 'named' reports, although the extent to which they can be investigated may be limited. For this purpose, a complaints box has been installed at the Superar headquarter and will be checked regularly.



- **Failure to report and consequences**

Every co-worker must report any child safeguarding incident or concern they become aware of. This commitment is included in the employment contracts of all co-workers and associates as well as in the Code of Conduct. All co-workers, associates and partners need to be properly informed about possible consequences of failing to report a child safeguarding incident or concern.

- **False or malicious reporting**

False or malicious allegations may occur. However, it is not possible to distinguish between founded and false or malicious allegations without following up on these by a full incident assessment and eventually a formal investigation. Not responding to a child safeguarding concern may result in further risks for children and/or the continuing suspicion against a



co-worker which deprives them of the opportunity to clear their name. If a co-worker knowingly and wilfully makes a false report or gives false or malicious information regarding another co-worker, disciplinary action is taken.

- **Responsibility of the schools:**

If something is noticed at school, the teacher in charge (main classroom teacher) must be contacted first, since he/she is responsible for the class. If this does not lead to anything, then it is necessary to speak to the principal. The principal must report the incident to the Youth Welfare Office - this is the responsibility of the highest responsible person in the school. In addition, everything that was noticed and done should still be documented - this can also be kept with the Designated Safeguarding Officers SGO or discussed internally with Superar (if necessary also with MÖWE or other advisors). If danger is imminent (i.e. the child is in immediate danger), the police must be called.

## 11. RESPONSIBILITIES

When a child safeguarding incident or concern is reported, the safeguarding officers (SGO) will take action in the course of 24 / 48 hours (depending on workdays, weekends,...) after having received the report. Outcomes of the initial incident assessment are not intended to verify or reject the reported incident but serve as basis for planning next steps. The team of safeguarding officers may also involve other co-workers who are able to support the discussion and decision-making based on their knowledge and experience or their responsibility with regard to the child involved.

According to the profile and urgency of the reported incident, the team of safeguarding officers will seek advice at relevant bodies (Appendix 3: List of institutions of child welfare in Austria) and will monitor the case with their support.

## 12. HISTORICAL ALLEGATIONS OF ABUSE

Historical abuse in this policy refers to abuse which an adult reports as having suffered as a child or young person while in contact with Superar. It is often the case that an individual does not report abuse until many years after the event.

Any such allegations are raised as a child protection concern through the child protection procedures.



All Superar associations are prepared to handle historical allegations of abuse transparently and responsibly according to their defined crisis management procedures.

We will:

- listen to allegations of historical abuse, take them seriously, and act responsibly towards them.
- seek to promote the welfare of those adults who allege historical abuse.
- protect any child currently under our care from the person alleged to have been an abuser.

### 13. VIOLATION OF CHILDREN'S PRIVACY

The protection of a child's privacy refers to private data of the child as well as pictures, texts, films etc. about children which are produced for publicity purposes:

Any information about a child's history, medical condition and family background has to be stored carefully by the Superar administration. These data are to be handled confidentially and with discretion – they will be stored in an external hard disk protected by a password only the Designated Safeguarding Officers know.

Children and even their parents or caregivers might not always be aware of a specific form of emotional abuse which might occur in fundraising, public relations or communication. A child's privacy is, for instance, violated by the production of unauthorised publicity material (pictures, films, texts, etc.) featuring the boy or girl; or by presenting sensitive information within a context that reveals the child's identity.

Superar "respect[s] the children's right to privacy" based on the definition used by EveryChild as well as on the definitions elaborated by the WHO, 1990. Further elaboration on these and other forms of child abuse

can be found in the "Keeping Children Safe: Standards for Child Protection" by the Keeping Children Safe Coalition, UK in 2006: <http://www.keepingchildrensafe.org.uk/>

Everyone at Superar as well as external partners involved in spreading information on children and in creating and distributing publicity material act according to the following guidelines:

- When producing publicity material featuring a child, we ask both the child and his or her legal guardian (or at least an adult caregiver of the child) for permission to do so.



- We do not actively ask children to do or say anything that might make them feel displayed as 'objects of pity' (e.g. to speak about their past or ask for donations).
- We handle children's names carefully, especially in connection with sensitive information about the same children (e.g. the family background, their medical condition, disability or negative behaviour).
- We act with caution when it comes to combining textual and visual information whenever a text includes sensitive information about a child and whenever a photo or video track shows sensitive aspects of a child's life and reveals his or her identity.

Following these guidelines ensures the respect of the children's privacy while at the same time preventing, and raising awareness for, violations of that privacy. Based on these guidelines, co-workers who are directly involved with children have the right and obligation to protect the children from any attempted violations of their privacy – be they intentional or not.

## 14. CONFIDENTIALITY

### **Referrals**

Superar ensures that any records made in relation to a referral will be kept confidential and in a secure place. Information in relation to child protection concerns should be shared on a "need to know" basis. However, the sharing of information is vital to child protection and therefore the issue of confidentiality is secondary to a child's need for protection.

### **Children and young people**

Children and young people have a right to information, especially any information that could increase their safety. When sharing information, Superar staff members and volunteers should be sensitive to the level of understanding and maturity, as well as to the level of responsibility, of the child or young person with whom they are sharing.

### **Other bodies**

A copy of Superar's Child Protection Policy will be made available to any other appropriate body.



## 15. APPENDICES

Appendix 1: List of institutions of child welfare in Austria (“Netzwerkliste Superar”)

Appendix 2: Form for reporting a suspected case (“Meldung eines Verdachtsfalls”)



## Appendix 1: List of institutions of child welfare in Austria ("Netzwerkliste Superar")

### Netzwerkliste Superar

Die möwe Kinderschutzzentrum Wien

Das möwe Kinderschutzzentrum Wien bietet Hilfe und Beratung bei sexueller Gewalt gegen Kinder und Jugendliche. Wir beantworten telefonisch, online und in persönlichen Gesprächen alle Fragen rund um Gewalt- und Missbrauchserlebnisse.

Die möwe Telefonberatung (01 532 15 15) ist zu den folgenden Zeiten erreichbar: MO - DO:  
9.00 -

Uhr FR: 9.00 - 14.00 Uhr. Börsegasse 9, 1010 Wien, Email: [ksz-wien@die-moewe.at](mailto:ksz-wien@die-moewe.at);  
<https://www.die-moewe.at>

Unabhängiges Kinderschutzzentrum Wien

Das Unabhängige Kinderschutz-Zentrum Wien bietet Hilfe und Beratung bei körperlicher oder psychischer Gewalt gegen Kinder und Jugendliche.

Kontaktmöglichkeit: Telefon: 01/526 18 20; Email: [office@kinderschutzzentrum.wien](mailto:office@kinderschutzzentrum.wien);

Adresse: Mohsgasse 1 / 3. Stock / Top 3.1) Öffnungszeiten: Mo. 10:00 - 12:00 u. 16:00 - 18:00

Di. 14:00 – 16:00; Mi. u. Do. 10:00 - 12:00 und 14:00 - 15:00 und Fr. 10:00 - 12:00 Uhr

Männerberatung Wien

Die Männerberatung Wien bietet psychologische, psychotherapeutische, soziale und juristische Hilfe, sowie ein breitgefächertes Informations- und Fortbildungsangebot zu allen möglichen Themen, die Männer und männliche Jugendliche heutzutage beschäftigen.

Telefon: +43 1 603 28 28; E-Mail: [info@maenner.at](mailto:info@maenner.at); Öffnungszeiten & Terminvereinbarung:

Montag – Donnerstag: 09:00 – 12:00 Uhr, 16:00 – 20:00 Uhr, Freitag: 09:00 – 16:00 Uhr

Kinder und Jugendanwaltschaft Wien

# SUPERAR



Die Wiener Kinder- und Jugendanwaltschaft (KJA) sind für Kinder und Jugendliche, ihre Rechte und Anliegen da. Die KJA vertritt als Ombudsstelle der Stadt Wien parteilich die Interessen von ihnen.

Kontaktmöglichkeit: Telefon: 01 70 77 000; E-Mail: [post@jugendanwalt.wien.gv.at](mailto:post@jugendanwalt.wien.gv.at)

Adresse 1090., Alserbachstraße 18; Öffnungszeiten: Montag bis Freitag von 9 bis 16 Uhr

Kinder und Jugendhilfe Wien: Mag Elf - Amt für Jugend und Familie

Die Wiener Kinder- und Jugendhilfe schützt Kinder und unterstützt Familien dabei, den Kindern ein gewaltfreies und kindgerechtes Aufwachsen zu ermöglichen. Kinder, Jugendliche und Familien werden in schwierigen Lebenssituationen begleitet. Kinder haben gesetzlichen Anspruch auf Schutz bei Vernachlässigung, Gewalt und sexuellem Missbrauch - MAG ELF stellt diesen durch verschiedene Maßnahmen bereit

Kontaktmöglichkeit: 10., Favoritenstraße 211/6. Stock; E-Mail: [kanzlei-ra5@ma11.wien.gv.at](mailto:kanzlei-ra5@ma11.wien.gv.at);  
Telefon: +43 1 4000-10340; [www.kinder.wien.at](http://www.kinder.wien.at)

Psychiatrische Notfälle

Krankenhaus Hietzing mit Neurologischem Zentrum Rosenhügel: Kinder- und Jugendpsychiatrie bietet Versorgung bei psychischen Störungen und Emotionalen Problemen für Kinder und Jugendliche und Ihrer Familien an.

Kontaktmöglichkeit: 1130, Riedelgasse 5, 1130 Wien; „Pavillon C“ Straßenbahnlinie 60

(Haltestelle "Riedelgasse" - 2 min. Fußweg) Telefonnummer: 0043 1 88000 321;  
Homepage: [https://www.wienkav.at/kav/KHR/medstellen\\_anzeigen.asp?ID=84](https://www.wienkav.at/kav/KHR/medstellen_anzeigen.asp?ID=84)

Notruf für Kinder und Jugendliche

Die Notrufnummer 147 Rat auf Draht ist eine wichtige Anlaufstelle bei Problemen, Fragen und in Krisensituationen für Kinder, Jugendliche und deren Bezugspersonen. Die Telefonnummer 147 ist ohne Vorwahl aus ganz Österreich rund um die Uhr, zum Nulltarif und anonym erreichbar.

Kontaktmöglichkeit: Telefonnummer: 147; Email: [rataufdraht@orf.at](mailto:rataufdraht@orf.at); Homepage: <http://rataufdraht.orf.at>

# SUPERAR



## Schulpsychologische Beratungsstellen Stadtschulrat für Wien

Die schulpsychologischen Beratungsstellen sind seit über 50 Jahren integrativer Bestandteil des Wiener Schulwesens. Die besondere Erfahrung mit auftretenden Fragen und Problemen im Lebensraum Schule ist verbunden mit diagnostischem und therapeutischem Wissen.

Kontaktmöglichkeit: 1010 Wien, Wipplingerstraße 28 Telefon 01/52525-77505 "Mo- Fr  
08:00-15:30 Uhr; E-Mail: [brigitta.srnecik@bildung-wien.gv.at](mailto:brigitta.srnecik@bildung-wien.gv.at); Homepage:  
[www.schulpsychologie.at](http://www.schulpsychologie.at)

## Big Brother - Big Sisters

Die Organisation "Big Brothers Big Sisters Österreich" verbindet junge Menschen mit erwachsenen MentorInnen aus unterschiedlichen Lebenswelten (Kulturen, Nationen, Generationen, ...). Sie bieten Kindern und Jugendlichen im Alter von 6-17 Jahren einen engagierten Erwachsenen als großen Bruder oder große Schwester, der/die mit ihnen Zeit verbringt.

Kontaktmöglichkeit: 1020 Praterstraße 60, Stiege 2, Top 17; Telefonnummer: 01/962 03 10;  
Email: [mentoring@BigBrothers-BigSisters.at](mailto:mentoring@BigBrothers-BigSisters.at); [www.bigbrothers-bigsisters.at](http://www.bigbrothers-bigsisters.at)

## Rainbows

RAINBOWS hilft Kindern und Jugendlichen in stürmischen Zeiten – bei Trennung, Scheidung oder Tod naher Bezugspersonen.

Kontaktmöglichkeit: 1160 Richard-Wagner-Platz 3; Telefon: 01/907 37 33; Mo-Do 09:00 - 12:00 Uhr; Email: [wien@rainbows.at](mailto:wien@rainbows.at); [www.rainbows.at](http://www.rainbows.at)

## ÖGF First Love Beratungsstellen

In unseren Beratungsstellen werden Mädchen und Burschen kostenlos und anonym beraten. Mädchen können sich zusätzlich kostenlos und anonym gynäkologisch untersuchen lassen.

Kontaktmöglichkeit: First Love Krankenanstalt Rudolfstiftung; 1030 Wien, Juchgasse 25, 1.

Stock, Schwangerenambulanz; Beratungszeiten: Montag und Mittwoch 14 -18 Uhr;  
Telefonische Auskünfte nur während unserer Öffnungszeiten: 0677 624 133 70;

# SUPERAR





## Neue Medien (Konsum und Missbrauch)

Digitale Medien haben längst unseren Alltag erobert – ein Leben ohne Internet, Handy und Tablets ist nicht nur für viele Erwachsene kaum vorstellbar. Kinder und Jugendliche wachsen mit den digitalen Medien wie selbstverständlich auf. Leider wird in den digitalen Medien auch viel Gewalt, Unseriöses und Missbrauch verbreitet. Nutzen Sie das kostenlose Angebot des Internet Ombudsmann zur Lösung dieser und ähnlicher Probleme.

<https://ombudsmann.at/>

Saferinternet (<https://www.saferinternet.at/>) bietet zusätzlich Information und Adressen.

## Wien Extra

Beratung für junge Leute zum Themenbereich Gewalt, Missbrauch, Rechtsberatung, Psychische Krisen, Mobbing, Wehrpflicht, Wohnen, Beziehung und Sexualität, Sucht, Extremismus und Studienberatung,

Kontaktmöglichkeit: 1010 Babenbergerstraße 1/Ecke Burgring; Telefonnummer: 01/4000 84 100Mo, Di, Mi 14:00-19:00; Do,Fr,Sa 13:00 bis 18:00;

<http://www.wienextra.at/jugendinfo/infos-von-a-z/beratung-fuer-junge-leute/>

## Bezirksgericht Favoriten, 10.Bezirk

Kontaktmöglichkeit: +43 1 60148; 1100 Wien, Angeligasse 35; Telefon: 01-601 48 Webseite:

<https://www.justiz.gv.at/web2013/bg-favoriten/bezirksgericht-favoriten-2c9484853f386e94013f57e3fe5e0adc.de.html>

## Stadtpolizeikommando Favoriten

1100 Wien, Van-der-Nüll-Gasse 11; Telefon: 01 - 31 310;

1100 Wien, Keplergasse 10; Telefon: 01 - 31 310 56341

# SUPERAR



### Familienberatungsstellen

Österreich verfügt über ein Netz von knapp 400 Familienberatungsstellen. Neben der Beratung in Krisensituationen im Sinne einer Hilfe zur Selbsthilfe bieten diese Stellen auch Information und präventive Aufklärungsarbeit an. [www.familienberatung.gv.at](http://www.familienberatung.gv.at)

### Geförderte Mediation

Paare, die sich trennen oder scheiden lassen wollen, können eine vom Bundeskanzleramt geförderte Mediation in Anspruch nehmen. <https://www.frauen-familien-jugend.bka.gv.at/familie/trennung-scheidung/mediation.html>

### Gewatinfo.at

Die Seite informiert über häusliche Gewalt in der Familie, im sozialen Nahraum, gegen Frauen, ältere Menschen, an und unter Kinder, Jugendlichen und Männern. <https://www.gewatinfo.at/>



## Appendix 2: Form for reporting a suspected case (“Meldung eines Verdachtsfalls”)

<b>SUSPECTED CHILD</b>			
<b>MALTREATMENT REPORT</b>			
<b>Superar, Verein zur Förderung der Musik</b>			
Absberggasse 27/Stiege 3 1100 Vienna email: <a href="mailto:meldung@superar.eu">meldung@superar.eu</a> , phone: 01/600 53 51			
Alleged victim  Child/youth	Name:		
	Date of birth or Age:		
	Address:		
	Phone:		
Parents/Legal Guardians	Name/Names:		
	Address:		
	Phone:		
Maltreatment  (please indicate)	Neglect	Violence	Sexual harassment



	Other observations		
Source? (please indicate)	Own observations	Statement of victim	Statement of a third party
Why are you reporting this incident?			
What happened? When? Where? How often?			
What does the alleged victim say about the incident/s?			
What do the parents/legal guardians say about the incident/s?			
Does the alleged victim / the parents/legal guardians know about this report?			
Current address of the alleged victim if different from above:			



Additional information

Reporting person (your name, address, phone number, email)

Relation to the alleged victim /parents (Teacher at Superar, Admin-Team, ...)

Date, Signature



**Superar Child Protection and Safeguarding Policy Version of**

**February 2021**

**Next review: Autumn 2022**

**Superar, Verein zur Förderung der Musik**

Absberggasse 27/Stiege 3, 1100 Vienna,

email: [meldung@superar.eu](mailto:meldung@superar.eu)

phone: 01/600 53 51