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1. Purpose of Policy

This policy was written to demonstrate the strong commitment of ACE Tuition SA to providing a child and young person safe environment in line with legislative requirements. The policy will outline the roles and responsibilities for everyone involved with Ace Tuition SA.

2. Commitment to the safety of children and young people

- We acknowledge that children and young people are valued, respected and encouraged to participate and that the safety and protection of children and young people is always the first priority
- We are committed to ensuring that our policy complies with the *Children and Young People (Safety) Act 2017 (SA)*, *Child Safety (Prohibited Persons) Act 2016 (SA)* and the National Principles for Child Safe Organisations
- We are committed to diversity e.g. all children and young people are embraced regardless of their abilities, sex, gender, or social economic or cultural background and we are committed to upholding equity
- We will not tolerate bullying and harassment.
- We will display information about services that can assist children and young people (such as the Kids Helpline on 1800 55 1800 and Youth Helpline on 1300 13 17 19) in areas accessed by them (via the acetuitionsa.com.au within this policy).

3. Scope of Policy

- This policy applies to the owners of Ace Tuition SA, tutors, volunteers, children, young people, families and various government departments who engage our services.
- We require the following to agree in writing to accept and act in accordance with this policy. They will not be engaged to work with us if they do not accept.
 - Owners of Ace Tuition SA,
 - Tutors,
 - Volunteers.

4. Definitions

Child or young person - persons under 18 years of age.

Complainant – person who makes a complaint.

Harm - Section 17 of the Safety Act defines 'harm' to mean physical or psychological harm (whether caused by an act or omission), including harm caused by sexual, physical, mental or emotional abuse or neglect.

National Police Check - a summary of an individual's offender history in Australia and a record of their criminal history relating to convictions, finding of guilt or pending court proceedings. They are available from South Australia Police (SAPOL) or organisations accredited by the Australian Criminal Intelligence Commission.

It is an organisational decision if a National Police Certificate (NPC) is required for workers or volunteers, however the organisation can no longer use the NPC to assess if a person is suitable to work or volunteer with children in South Australia, this must be determined by a valid, not prohibited Working with Children Check.

Working with Children Check (WWCC) - People working or volunteering with children in South Australia must, by law, have a valid, not prohibited Working with Children Check. A Working with Children Check is an assessment of whether a person poses an unacceptable risk to children. As part of the process, the Screening Unit will look at criminal history, child protection information and other information.

5. Communication

- As required by Chapter 8 (Section 114(5)) of the *Children and Young People (Safety) Act 2017*) this policy is available to tutors, volunteers, children and young people, families and government departments who engage our services via our website acetuitionsa.com.au or by request.
- Tutors, owners and volunteers are required to agree to accept this policy via our website portal.

6. Participation of families, children and young people

Children, young people and their families encouraged to understand their rights and we welcome feedback from children, young people and families. This feedback can be directly with their tutors or, if preferred, with Lyn De Guglielmo, Principal Tuition Consultant. Lyn's contact details are readily available via our website at acetuitionsa.com.au. Children, young people and families can contact using a variety of methods including email, web form, phone call or SMS.

7. Code of Conduct

- We have a Code of Conduct.
- The Code of Conduct applies to tutors and can be accessed at acetuitionsa.com.au.
- The Code of Conduct must be acknowledged via our tutor registration portal at time of engagement

- People can report a breach of the Code of Conduct by reporting to Lyn De Guglielmo, Principal Tuition Consultant whose contact details are available on acetuitionsa.com.au. A variety of methods are available to contact Lyn including web contact form, email, telephone or SMS.
- We will act on reports or concerns relating to the actions of our tutors made by children/young people or parents/carers.
- Any report to management concerning an alleged breach of the Code of Conduct by our tutors will be taken seriously.
- Management will consult with the affected parties and will determine any action based on the circumstances. Management may determine that an alleged breach and the circumstances thereof, may require disciplinary action and notification to the Department of Human Services (or the department that has responsibility for this function at the current time).
- Tutors under investigation or who are charged with a serious criminal offence will be stood down until the investigation is complete.

8. Recruitment

- Ace Tuition SA seeks to attract and retain the best employees and tutors. We provide support and supervision, so people feel valued, respected and fairly treated. We ensure that employees/tutors who work with children and young people have ongoing supervision, support and training so that their capacity is developed and enhanced to promote the establishment and maintenance of a child and young person safe environment.
- Ace Tuition SA recruits tutors via an application process which includes a review of their current CV, ensuring that the potential tutor has experience with educating young people/children. Ace Tuition SA checks referees and interviews the tutor to gauge their suitability to perform the duties of a tutor. This includes assessing the persons understanding of working with children and young people and their suitability to engage with vulnerable children/young people. This includes asking questions to get the potential tutor to outline how they would deal with children they believe to be at risk. This includes ensuring they have an understanding of their role as a mandated notifier. We endeavour to recruit most of our tutors from people who have experience as teachers and who are also registered teachers to ensure that they have the required skill level.
- Strategies we have implemented include:
 - All new tutors undergo induction and receive a copy of our Child and Young Person Safe Environments Policy and Code of Conduct. Tutors sign to acknowledge that they have read these and will comply via our online registration portal.
- Our organisation meets the requirements of the *Child Safety (Prohibited Persons) Act 2016* which requires that staff and volunteers have a valid, 'not prohibited' Working with Children Check issued by the Screening Unit of the Department of Human Services. We maintain a register of WWCCs for all our tutors such as their full name, date of birth and SRN. We verify new and existing staff and volunteers have a current, not prohibited Working

with Children Check (WWCC), online through the Organisational Portal via the DHS Screening Unit.

- our organisation advises the Screening Unit where we become aware of certain information regarding any person involved within our organisation, including any serious criminal offence, child protection information, or disciplinary or misconduct information via the Department of Human Services section 19 button within the screening unit portal.

9. Supervision, training and support for employees and volunteers

- Support:
 - an induction which includes new tutors receiving a copy of this policy
 - regular contact with tutors to discuss and support performance issues or concerns
 - Lyn De Guglielmo is the Child and Young Person Safety Officer who has an educative role within Ace Tuition SA.
- Training
 - Tutors are encouraged to read and understand the [Mandatory Notification Information Booklet \(see: https://dhs.sa.gov.au/_data/assets/pdf_file/0003/103179/CSE-Mandatory-notification-information-booklet.PDF\)](https://dhs.sa.gov.au/_data/assets/pdf_file/0003/103179/CSE-Mandatory-notification-information-booklet.PDF).
 - Tutors that are Registered Teachers undertake RRHAN-EC every 3 years
 - Tutors who undertake work with the Department of Education are required to complete the RRHAN-EC every 3 years if they are not registered teachers.
 - At a minimum, tutors must at least complete the online Fundamentals Course on the Department of Education's Plink Platform. This must be completed every 3 years.
 - Any other training as may be required by our government agency clients (such as SMART online training)

10. Reporting and responding to harm or risk of harm

- Tutors are mandated notifiers within Ace Tuition SA as per *Child Safety (Prohibited Persons) Act 2016*
- all mandated notifiers have a legal obligation to report a reasonable belief that a child or young person has been harmed or is at risk of harm
- reports regarding the reasonable belief that a child or young person is, or may be, at risk of harm are to be made to the Child Abuse Report Line (CARL) on 13 14 78 or if at immediate

risk, report to South Australia Police (SAPOL) on 000. In cases involving Aboriginal children and young people, support is provided by Yaitya Tirramangkotti - an Aboriginal team, via the CARL number.

- the individual who identifies the harm or risk of harm is the person who makes the report to CARL/SAPOL and this is not reported internally for another staff member to determine if it is a reportable matter
- you will be guided by the relevant authority (Department for Child Protection/SA Police) about how to proceed after a notification
- tutors are required to notify Lyn De Guglielmo, Principal Tuition Consultant after they have made a report to CARL/SAPOL regarding a child or young person receiving a service from Ace Tuition SA.
- In response to a reasonable belief that a child or young person has been, or may be, at risk of harm by a tutor of Ace Tuition SA (following a report having been made to authorities), that tutor will be stood down pending the outcome of the investigation by authorities to ensure the ongoing safety to all children and young people.
- Staff can get support from Lyn De Guglielmo Private Tuition Consultant after a report to CARL/SAPOL has been made.
- After a report to CARL/SAPOL has been made, children, young people and families may be offered the following supports:
 - referring the child, young person or their family to other appropriate services
 - continuing to provide a service to the child or young person and their family and monitoring their circumstances

11. Reporting and responding to general complaints or feedback

- Ace Tuition SA will deal with all complaints and feedback promptly, sensitively and fairly.
- Complaints/feedback can be made by contacting Ace Tuition SA via email at lyn@acetuitionsa.com.au, web form at acetuitionsa.com.au or via phone on 0408 084 990 via SMS or voice.
- Our feedback and complaints procedure is as follows:
 - Listen to the complaint/feedback and make a record (where appropriate)
 - Advise when an outcome is to be expected
 - We will respond to complaints/feedback with an outcome
 - We will endeavour to negotiate an outcome favourable to all parties
 - Make sure that procedural fairness is followed at all times.
 - Document the outcome of the complaint/feedback (where appropriate).

12. Risk Management

To help maintain a safe environment for children and young people, Ace Tuition SA reviews its risks regularly and implement strategies to minimise and manage these risks. The risk analysis is set out in the Risk Assessment.

13. Related policies and procedures

Risk Assessment

Code of Conduct

14. Policy Review

- Ace Tuition SA will, at a minimum, review the policies and procedures once every 5 years as required by the *Children and Young People (Safety) Act 2017*
- Ace Tuition SA will lodge a new child safe environments compliance statement with Department of Human Services each time we review and update our policy
- We may review and update our policies in the following circumstances:
 - We identify new or added risks for children or young people, which may require a change in the policy or procedures
 - a critical incident where a child or young person has experienced harm through involvement with Ace Tuition SA
 - concerns are raised by anyone involved in Ace Tuition SA about child safety or welfare in the organisation