



CHILD SAFE POLICY

We want students who participate in our program to have a safe and happy experience. We support and respect our children, their families, and our workers.

Title: Miss Bianca's Tutoring Child Safe Policy

Introduction:

Our policy sets the framework for our tutors (employees) on how to behave when interacting and engaging with our students (children). This policy focuses on how we can build and maintain a student (child) safe environment which is inclusive, transparent and promotes the students participation.

Children's Participation:

Miss Bianca's Tutoring supports the active participation of its students in the programs, activities and services we offer. We provide a variety of ways to allow students to provide feedback or raise concerns. We listen to their views, respect what they say and involve them when we make decisions, especially about matters which will directly impact the students.

Recruitment:

Miss Bianca's Tutoring has and will maintain a rigorous and consistent recruitment, screening and selection process. We achieve this high standard by ensuring all employees have a Working With Children Check, completing a Background (Police) check, contacting references and having in person face-to-face interviews.

Complaints Management and Reporting:

Any complaints or concerns for any employees of Miss Bianca's Tutoring can be raised to Bianca Walkerden (Director of Miss Bianca's Learning & Child Safety Contact Person) and will make every reasonable effort to fairly and quickly resolve any complaint made by a client.. Alternatively, complaints can be made directly to the Australian Tutors Association (ATA).

Where an oral complaint is made to a Miss Bianca's Tutoring the person receiving the complaint will:

- (a) identify himself/herself, listen, record details and determine what the complainant wants;
- (b) confirm the details received;
- (c) explain the complaints resolution procedure, and advise of alternative courses of action;
- (d) resolve the complaint immediately if possible or make a commitment to resolve the complaint within a given time frame; and
- (e) follow up the complaint as appropriate e.g provide the complainant with feedback regarding the result of any action taken by the Member to resolve the complaint.

Where a written complaint is made Miss Bianca's Tutoring will:

- (a) provide the complainant with written feedback within ten (10) days of receiving the complaint regarding the result of action taken by the Member to resolve the complaint; and

(b) if it is not possible to resolve the complaint within ten (10) days, provide written acknowledgement of receipt of the complaint within seven (7) days and specify the time frame within which the complainant will receive feedback regarding the result of action taken by the Member to resolve the complaint.

Training, support and supervision of workers:

We promote respect, fairness and consideration for all employees, and all workers will have the Director or senior employee assigned to support and supervise their work. All new employees will receive a copy of all child safe policies and procedures and the Director will set up a meeting to discuss the policies and allow the new employee to ask questions and clarify their understanding. Child Safe is a standing agenda item at meetings and employees are encouraged to ask questions and contribute to the continuous improvement of child safe policies, procedures and practices in the workplace. All employees are required to annually complete the Child Safe eLearning and SAFESpace eLearning.

Other legislation, industry standards or internal policies:

- Child Protection (Working With Children) Act 2012
- Children and Young Persons (Care and Protection) Act 1998
- Australian Tutors Association Code of Conduct

Communication:

Miss Bianca`s Tutoring will hold regular information sessions for employees regarding Child Safety, and our policy will be discussed during induction sessions for all new employees. All new students and their parent/guardians will receive a copy of the Policy, the Australian Tutors Association Code of Conduct and Terms and Conditions of Miss Bianca`s Tutoring.

Review:

The policy and guidelines will be reviewed every two years and incorporate comments and suggestions from our range of stakeholders (including employees, students and their families).

Next Review: 1st January 2023