

Safeguarding and Child Protection Policy

Protea Pathways (Pty) Ltd

PUBLIC POLICY | VERSION 1.0

Effective date	7 September 2026
Review date	7 September 2027, or earlier if the law or services change
Applies to	Protea Childcare, Protea Education, Protea Online, Protea Global and proteapathways.com
Document owner	Director / Information Officer

This document reflects Protea Pathways' current operating model. It applies together with the relevant quotation, booking confirmation, consent forms and mandatory South African law, and will be reviewed when services, suppliers or legal requirements change.

1. Commitment

Protea Pathways places the safety, dignity, rights and best interests of children at the centre of its work. Abuse, exploitation, neglect, grooming, harassment, corporal punishment, humiliation and degrading treatment are not accepted.

2. Scope

This policy applies to directors, employees, nannies, educators, tutors, contractors, volunteers and any other person acting for Protea Pathways in person or online. It covers childcare assignments, weddings and events, tutoring, training, online interactions, transport and company communications.

3. Recruitment and suitability

- ☐ Verify identity, experience, references and relevant qualifications before unsupervised work is assigned.
- ☐ Complete and document criminal-record, reference, National Child Protection Register and National Register for Sex Offenders checks before any nanny is assigned to a child.
- ☐ Record screening outcomes securely and repeat or update checks where risk, law or policy requires it.
- ☐ Require signed confidentiality, conduct and safeguarding commitments before placement.
- ☐ Do not describe a person as vetted or cleared unless the specific checks were completed, current and documented.

4. Expected conduct

- ☐ Use respectful, age-appropriate communication and positive guidance.
- ☐ Maintain professional boundaries and avoid favouritism, secrecy, threats, humiliating language or unnecessary physical contact.
- ☐ Never use corporal punishment, withhold essential care, expose a child to unsafe content, or work while impaired.
- ☐ Never exchange private or disappearing messages with a child. Communicate through the parent, guardian or approved platform unless an agreed educational channel is supervised.
- ☐ Do not transport, photograph, record, medicate, take a child off-site or allow collection by another person without the required authority.
- ☐ Do not share a child's identity, location, image, medical details or personal circumstances beyond those who need the information for a lawful purpose.

5. Intimate and personal care

Nappy changing, toileting, dressing and other personal care must preserve dignity, follow the parent or guardian's instructions, be appropriate to the child's age and needs, and never be recorded or photographed. Any unusual injury, disclosure or concern must be documented and escalated.

6. Health, medication and additional needs

Relevant allergies, medical needs, disabilities, sensory needs and emergency instructions must be disclosed before service delivery. Medication may be administered only with written parent or guardian authority, clear instructions, the original labelled container and suitable records, and only when the assigned nanny is competent and willing to do so. Inclusion must be supported without making promises beyond the provider's competence or the service's safe capacity.

7. Ages, supervision ratios and service locations

Protea Childcare serves children from birth to 12 years. Individual care is preferred. A group ratio will not normally exceed one nanny to five children, but the owner may require a lower ratio after considering ages, additional needs, the venue, activities and overall risk. Childcare services start at the confirmed wedding or event venue, or at the parent or guardian's address. Tutoring, courses and other approved education services may start online through the platform stated in the booking confirmation. No service starts from the registered office unless expressly agreed in a future written service offering.

8. Transport

A nanny may not transport a child unless the parent or guardian has given specific written authority and the driver, vehicle, insurance, child-restraint arrangements and journey have been approved in advance. Transport is not included unless it appears in the written booking confirmation.

9. Responding to a concern or disclosure

- ▣ Stay calm, listen without interrogating, do not promise secrecy and do not confront the alleged person in a way that increases risk.
- ▣ Record the child's words and relevant observations accurately, using date, time and names. Do not add assumptions.
- ▣ Report immediately to the designated safeguarding lead or Director. If a child faces immediate danger, contact emergency services or the appropriate child-protection authority without delay.
- ▣ Preserve confidentiality, sharing information only with people who need it to protect the child or meet a legal duty.
- ▣ An allegation against a worker must result in immediate risk assessment and protective steps that are fair to all parties and do not compromise reporting or investigation.

10. Online safeguarding

Online sessions should use approved accounts, age-appropriate platforms and parent or guardian visibility appropriate to the learner's age. Sessions may not be privately recorded. Any recording for a defined educational purpose requires prior written consent, secure storage and a retention limit.

11. Photography and media

Media consent is optional and separate from service consent. A child's image must not be published with unnecessary identifying information or live-location details. Refusal of media consent must not reduce the quality of care or education.

12. Records and review

Safeguarding records must be factual, securely restricted and retained under an approved schedule. This policy must be reviewed after a serious incident, a material legal change or at least annually.

13. Safeguarding contacts and emergency escalation

Interim Designated Safeguarding Lead: Narina Monique Minnaar, Owner | 066 399 9277 | info@proteapathways.com

For immediate danger or a medical emergency, contact the relevant emergency service first, then the parent or guardian and the Safeguarding Lead. Suspected abuse, neglect or exploitation must be referred to the appropriate police, social-development or child-protection authority where required. The Safeguarding Lead

records the concern and coordinates follow-up without delaying urgent protection.

Policy administration

Questions, correction requests and policy concerns may be sent to info@proteapathways.com or 066 399 9277.

- ▣ Policy owner: Narina Monique Minnaar, Owner and Information Officer.
- ▣ Version: 1.0, effective 7 September 2026.
- ▣ Scheduled review: 7 September 2027, or earlier after a material operational or legal change.
- ▣ The current published version replaces earlier website copies of the same policy.

Official legal and regulatory references

Protection of Personal Information Act 4 of 2013: <https://www.gov.za/documents/protection-personal-information-act>

Promotion of Access to Information Act resources and private-body manual template:
<https://eservices.inforegulator.org.za/paiamanuals/>

Information Officer registration and POPIA resources: <https://inforegulator.org.za/popia/>

PAIA and POPIA complaints: <https://inforegulator.org.za/complaints/>

Consumer Protection Act 68 of 2008: <https://www.gov.za/documents/consumer-protection-act>

Electronic Communications and Transactions Act 25 of 2002:
<https://www.gov.za/documents/electronic-communications-and-transactions-act>

Children's Act and child-protection register information: <https://www.justice.gov.za/vg/children.html>