



# KWOKARIO TUTORING

## CHILD SAFE ENVIRONMENT POLICY

### **Purpose of policy**

Kwokario Tutoring is committed to creating and maintaining a child-safe environment for all children participating in our online tutoring programs. This policy aims to ensure the safety, well-being, and protection of children and young people from harm and risk of harm.

The aims of this policy are as follows:

- To establish a clear framework that safeguards children and young people from all forms of harm or risk of harm within our organisation.
- To empower children and young people to understand their rights, promote their voices, and teach them to identify and report any concerns about their safety.
- To establish a culture of cultural sensitivity, inclusivity, and respect for the diverse backgrounds and needs of children, young people, their families, and our staff.

We have developed this policy to:

- Comply with the National Principles for Child Safe Organisations, demonstrating our commitment to child safety and well-being.
- Ensure that all leaders, staff, tutors, children, young people, and their families are aware of their responsibilities and rights regarding child safety.
- Create a safe and nurturing environment that fosters trust and confidence among children, young people, and their families.

### **Commitment to the safety of children and young people**

Kwokario Tutoring is committed to providing a safe and secure environment for children and young people. We are dedicated to ensuring that our company is a safe space where the rights and well-being of children and young people are respected, protected, and upheld at all times.

Our child safety policy is in strict compliance with the child-safe environments provisions of the Children and Young People (Safety) Act 2017, Child Safety (Prohibited Persons) Act 2016, and the National Principles for Child Safe Organisations. We are committed to adhering to the highest standards of child safety, and our policies and procedures are designed to meet and exceed the requirements set forth in these legal and national standards.



Children and young people are valued members of our company, and we actively encourage their participation. We recognise that their voices, ideas, and perspectives are essential. We strive to create an environment where children and young people feel safe to express themselves and are encouraged to take an active role in their own learning and development. The safety and protection of children and young people is our paramount priority. We are unwavering in our commitment to creating an environment free from harm, where all children and young people can thrive, learn, and grow in a secure and nurturing setting.

We embrace and celebrate diversity within our company. All children and young people, regardless of their abilities, sex, gender, or socio-economic or cultural background, are welcome and valued. We believe that equity is fundamental, and we are committed to treating everyone with fairness and respect. We actively work to eliminate discrimination and bias, ensuring that every child and young person has equal access to our services and benefits from them.

### **Scope of policy**

This Child Safe Environment Policy applies to all individuals and entities associated with Kwokario Tutoring. The policy encompasses the following:

- Leaders of the company
- Tutors: All individuals providing tutoring services through Kwokario Tutoring, whether employed or contracted.
- Volunteers
- Students: Children and young people receiving tutoring services from our company.
- Families: Parents, guardians, and families of the children and young people involved with Kwokario Tutoring.

All leaders, tutors and volunteers will collectively be referred to throughout this policy as workers.

### **Communication**

Kwokario Tutoring is dedicated to ensuring that our Child Safe Environment Policy and associated procedures are readily accessible and understood by all members of our organisation. We make our policy and procedures available in the following ways:

- The Child Safe Environment Policy will be prominently displayed on our organisation's website, ensuring easy access for all stakeholders, children and young people, and parents.
- All workers are required to agree to accept this policy via our teaching platform.

### **Participation of families, children and young people**

Kwokario Tutoring recognises the importance of listening to children and young people, respecting their voices, and empowering them in all matters related to their safety and well-being. We encourage children and young people to be involved, provide feedback and raise complaints and concerns:



- Use a survey or questionnaire and invite formal or informal feedback from children, young people, and families about their experiences with our organisation.
- Clearly communicate how children, young people, and families can report any concerns or provide feedback. We will provide clear age-appropriate or developmentally appropriate explanations to children and young people including their right to safety, their right to be listened to and that they can provide feedback or make a complaint if they have a concern, to any worker or ask their parents/guardian to do this on their behalf. We will listen to and act upon any complaints or concerns that a child or young person raises with us.

This child-safe policy and related documents are available on our website, on request and provided as part of a welcome pack at the first visit.

This child-safe policy and related documents are provided to all workers as part of their induction following recruitment.

### **Code of conduct**

The Code of Conduct sets out the standards of behaviour expected from all individuals associated with Kwokario Tutoring. It is designed to ensure safety, well-being, and positive educational experiences for children and young people participating in our programs.

Kwokario Tutoring requires all workers must:

- Adhere to this Child Safety Policy at all times.
- Prioritise Child Safety at all times.
- Understand, acknowledge, and act on this Child Safety Policy
- Embrace and respect all children and young people, regardless of their abilities, sex, gender, or socio-economic and cultural background. We uphold the principles of equity, diversity, and inclusion in all aspects of our services.
- Treat all children and young people with respect, dignity, and kindness.
- Always use appropriate language and tone when communicating with children and young people.
- Respect their privacy and confidentiality. Do not share personal information or contact details.
- Maintain professional boundaries and avoid favouritism.
- Use official channels and platforms for communication. All communication with children and young people should go through official channels, and guardians must be informed if necessary.
- Avoid contact outside of scheduled tutoring sessions without seeking the child's parents or guardian.
- Always use respectful and professional language in written and verbal communication.
- Be alert to children and young people who have been harmed, or maybe at risk of harm and report this quickly to the Child Abuse Report Line (13 14 78)

All workers must not:



- Engage in any form of discrimination, bullying, harassment, or offensive behaviour.
- Use, possess, or promote inappropriate or harmful material in any form, including offensive language, images, or content.
- Engage in any form of physical or emotional harm, coercion, or manipulation.
- Refrain from any form of exploitation or misconduct towards children or young people.
- Add students to social media until they are 18 years of age and no longer have a working relationship.

Breaches or suspected breaches of the Code of Conduct should be reported as soon as practicable to management either in person, by telephone at 0435 824 666 or via email at [info@kwokariotutoring.com.au](mailto:info@kwokariotutoring.com.au). Breaches or suspected breaches of the Code of Conduct will be taken seriously and dealt with quickly, fairly and transparently.

Any violation of this Code of Conduct may result in disciplinary actions, up to and including termination of employment or expulsion from our programs. Legal authorities may be involved where applicable.

## **Recruitment**

Kwokario Tutoring is committed to ensuring that all workers working with children and young people are appropriately screened and selected. This commitment is in compliance with the Child Safety (Prohibited Persons) Act 2016 and other relevant legislation. Our organisation recognises that ensuring the safety and well-being of children and young people begins with the recruitment process.

### Recruitment Strategies

We employ the following recruitment strategies to ensure that all workers are suitable to work with children. We use a thorough application process, including Screening, Reference Checks, and Intensive Interviews to assess the suitability of candidates.

- **Screening:** All applicants who submit resumes or apply for positions go through a screening process to ensure they are eligible to work in a child-safe work environment, involving ensuring that the candidates possess a valid, not prohibited Working with Children Check issued by the Screening Unit of the Department of Human Services and scrutinising the applications before progression to interviews.
- **After screening resumes and/or cover letters,** applicants who are deemed suitable will be invited for an intensive interview. The interview will be conducted by two members of the Leadership Team to ensure a comprehensive assessment of the candidate's credibility and suitability as a potential tutor.
- **Reference Checks:** We will contact individuals or organisations that the candidate has previously worked for or with, especially those where they have had direct interactions with children. During reference checks, we seek to obtain a comprehensive understanding of the candidate's professional history and their ability to work with children.



In accordance with the Child Safety (Prohibited Persons) Act 2016, our organisation is registered with the DHS Screening Unit, and we link all Working with Children Checks (WWCC). All workers who will be working in a role with children and young people must hold a current, not prohibited WWCC issued by the Screening Unit of the Department of Human Services, provide evidence of this prior to employment and renew this every 5 years. We will verify the accuracy of all WWCCs in the DHS Screening Unit portal as required by law.

We will immediately contact the Department of Human Services Screening Unit when we become aware of certain information regarding any person involved with our organisation, including any serious criminal offence, child protection information, or disciplinary or misconduct information.

#### Reporting to the Screening Unit

Our organisation is committed to advising the Screening Unit where we become aware of certain information regarding any person involved with our organisation, including but not limited to:

- Serious Criminal Offence: We will promptly report any information related to a person's involvement in a serious criminal offence that may affect their suitability to work with children.
- Child Protection Information: We will provide relevant information to the Screening Unit in cases where a person may pose a risk to the safety and well-being of children.
- Disciplinary or Misconduct Information: If a person involved with our organisation is found to have engaged in any behaviour that violates our policies or code of conduct, we will report this information to the Screening Unit.

#### **Supervision, training and support for workers**

Our organisation has established the following strategies to support our workers in maintaining a child-safe environment:

##### Training:

- Ensure all workers read and understand the Mandatory Notification Information Booklet available at: [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) during induction.
- Complete Safe Environments: Responding to Risk of Harm, Abuse and Neglect Training every 3 years.

##### Orientation and Induction:

- All workers undergo an induction which includes new workers receiving a copy of this policy.

##### Supervision:

- Follow-up and feedback from initial and subsequent lessons by Kwokario Tutoring leader team to ensure the workers are following child safety policy effectively. This may include recording online lessons with parents/guardian's consent.



### **Reporting and responding to harm or risk of harm**

Kwokario Tutoring aims to ensure that children and young people are safe from harm and risk of 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.

Mandated notifiers in our organisation are workers who:

- provide services to children and young people
- hold a management position in the organisation the duties of which include direct responsibility for, or direct supervision of, the provision of those services to children and young people.

Mandated notifiers have a legal obligation to notify the Child Abuse Report Line (CARL) on 13 14 78 as soon as practicable if they have a reasonable belief that a child or young person is or may be at risk of harm. If the child or young person is 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.

Even if not a mandated reporter, any person can report harm or risk of harm to a child or young person. The individual who identifies the harm or risk of harm is encouraged to make the report to authorities and can request support from another worker to do so if required. Information about making appropriate reports of harm or risk of harm is available from the South Australian Department of Child Protection website:

<https://www.childprotection.sa.gov.au/reporting-child-abuse>.

All adult workers (even if not a mandated notifier) have a legal obligation to report child sexual abuse to the police and to protect a child from sexual abuse. Failure to meet these obligations may be considered a criminal offence.

Following a report being made to CARL or SAPOL workers must make an internal report to management.

We will be guided by the Department for Child Protection and/or SAPOL after a report has been made as to whether we can conduct an internal investigation.

If a worker is reported to CARL or SAPOL for causing harm or risk of harm to a child or young person, they will be removed from any role that involves working with any child or young person until authorities have concluded their investigation.

Following a report to CARL or SAPOL, we will support the child or young person by:

- referring the child, young person, or their family to other appropriate services
- continuing to provide a service to the child, young person and their family and monitor their circumstances.



We will document all information received regarding the report and store this securely in a separate file.

### **Reporting and responding to complaints or feedback.**

Kwokario Tutoring is dedicated to addressing all complaints and feedback promptly, sensitively, and fairly. We value the input of children, their families, workers, and the wider community in improving our services and maintaining a child-safe environment.

Complaints and feedback can be submitted in the following ways:

- Email: Send an email to [info@kwokariotutoring.com.au](mailto:info@kwokariotutoring.com.au)
- Phone: Contact our team leader at 0435 824 666

All complaints and feedback will be acknowledged within 5 working days upon receipt. They will be treated confidentially and shared only with individuals directly involved in resolving the matter. Our leader team will oversee the process and ensure that all complaints and feedback are dealt with promptly, sensitively, and fairly.

The resolution process will generally follow these steps:

- Acknowledgement: Upon receipt, a written acknowledgement of the complaint or feedback will be sent to the complainant within 5 working days.
- Investigation: The Complaints and Team Leader, in collaboration with relevant parties, will conduct a thorough investigation into the matter. This may include interviews, document reviews, or any necessary actions.
- Resolution: Kwokario Tutoring is committed to resolving complaints and feedback in a fair and reasonable manner. We will aim to provide a written response outlining the resolution within 5 working days.

All complaints and feedback, including their resolution, will be documented, and securely stored. This information will be used to improve our services and ensure that similar issues are prevented in the future.

### **Risk management**

At Kwokario Tutoring, we recognise that our online tutoring services can present various risks to the well-being and safety of children and young people. The following are some of the identified risks relevant to our service:

- Online safety: Online tutoring involves interactions through digital platforms, which can expose children to online risks such as grooming, cyberbullying, inappropriate content, or contact with malicious individuals.
- Privacy and Data Security: Collecting and storing personal information for educational purposes may present risks related to data breaches and unauthorized access to sensitive information.
- Emotional Well-being: Children may experience academic stress, anxiety, or emotional challenges during the learning process, which can impact their well-being.
- Inappropriate Behaviour: Inappropriate behaviour or misconduct by tutors, or other



participants may affect children's safety and well-being.

### **Risk Management Strategies**

#### **Online Safety:**

- We employ secure, reputable online platforms and tools for tutoring sessions and ensure that privacy settings are appropriately configured.
- Encourage open communication with children and their families about online safety.
- Online tutoring lessons are always supervised by parents/guardians.
- All workers will not communicate with children or young people via social media.

#### **Privacy and Data Security:**

- Kwokario Tutoring follows strict data protection and privacy policies in accordance with relevant data protection laws.
- Regularly update and maintain security measures for data storage and transmission to safeguard against unauthorized access or data breaches.
- Obtain explicit consent from parents or legal guardians for the collection and use of any child-related data.

#### **Emotional Well-being:**

- Create a supportive and empathetic learning environment that encourages open communication and the sharing of concerns.
- Monitor the academic progress and well-being of children, providing additional support when necessary.

#### **Inappropriate Behaviour**

- Implement a comprehensive Code of Conduct for all tutors, emphasising professional and ethical behaviour.
- Encourage children and their families to report any concerns related to inappropriate behaviours and establish clear procedures for addressing such reports.

Our organization is committed to continually reviewing and evaluating our identified risks and risk management strategies. We will regularly assess the effectiveness of these measures, making necessary adjustments and improvements as needed to ensure the ongoing safety and well-being of children and young people participating in our online tutoring services.

#### **Policy review**

Our organization recognizes the importance of keeping our policies and procedures current. In accordance with the Children and Young People (Safety) Act 2017, we will, at a minimum, review this policy and its related procedures every five years to ensure that they remain effective and aligned with best practices and legal requirements.

In addition to the mandatory five-year review, our organisation will conduct reviews in the following instances:



- Whenever there are significant changes in relevant laws or regulations pertaining to child safety.
- Following any serious incidents, complaints, or concerns related to child safety.
- If there are changes in our organization's structure, activities, or services that may impact child safety.
- In response to feedback from staff, tutors, children, or their families.
- To address any identified gaps or issues in our existing child safety practices.

Upon each review and update of this policy, Kwokario Tutoring will lodge a new Child Safe Environments Compliance Statement with the Department of Human Services to confirm our commitment to maintaining a safe environment for children.