



Piano Generation

Learn. Play. Enjoy.

Piano Generation Child Safe Policy

Last Reviewed On
4 November 2020 By
Kieren Ong

1. Purpose

This policy was written to demonstrate the strong commitment of Piano Generation to child safety and establishing and maintaining child safe and child friendly environments.

2. Context

This policy reflects our commitment to provide a safe environment where every person has the right to be treated with respect and is safe and protected from harm.

It complies with our obligations under the *Children and Young People (Safety) Act 2017* and *Child Safety (Prohibited Persons) Act 2016*.

3. Scope

This policy, from the date of endorsement, applies to all members of the organization.

4. Commitment to child safety

All children who come to Piano Generation have a right to feel and be safe. We are committed to the safety and well-being of all children and young people accessing our services and the welfare of the children in our care will always be our first priority. We aim to create a child safe and child friendly environment where all children are valued and feel safe.

5. Children's participation

Piano Generation encourages and respects the views of children and young people who access our services. We listen to and act upon any concerns that children, young people or their families raise with us. We teach children what they can do if they feel unsafe.

We ensure that children, young people and their families know their rights and how to access the complaints procedures available to them.

We value diversity and do not tolerate any discriminatory practices.

6. Working with children checks

We conduct a working with children check for people working with children, as set out in Section 17 of the *Child Safety (Prohibited Persons) Act 2016*. Working with children checks are required for anyone in a prescribed position within our organization, including those who:

- has regular contact with children and is not directly supervised at all times;
- works in close proximity to children on a regular basis and is not directly supervised at all times; or
- supervises or manages persons who:
 - have regular contact with children or
 - work in close proximity to children on a regular basis; or
- has access to sensitive records relating to children or young people.

7. Code of Conduct

All members are made aware of, and must abide by, our Code of Conduct.

Do:

- Treat all people with respect and honesty e.g. staff, students, parents
- Be a positive role model to children in all your conduct with them
- Set boundaries about appropriate behavior between tutors/teachers and students
- Follow organizational policy and guidelines for the safety of children as outlined in this Child Safe Policy
- Raise any concerns, problems, or issues with management as soon as possible
- Record and act on complaints of abuse

Do Not:

- Engage in rough physical games, including horseplay
- Develop any special relationships with children that could be seen as favoritism such as the offering of gifts or special treatment
- Become involved with things of a personal nature that a child can do for themselves, such as going to the toilet or changing clothes.

Any concerns can be raised to management via phone call, letter, or email.

8. Training and development

Piano Generation seeks to attract and retain the best employees. We provide support and supervision so people feel valued, respected and fairly treated. We ensure that employees who work with children have ongoing supervision, support and training so that their capacity is developed and enhanced to promote the establishment and maintenance of a child safe environment.

Strategies we have implemented include:

- All new employees undergo induction and receive a copy of our child safe policy and code of conduct.
- We also ensure that employees have access to relevant information resources such as:

Child safe environment: Guidelines for mandated notifiers and information for organisations (available to view or download from <https://www.childprotection.sa.gov.au/reporting-child-abuse>)

9. Reporting and responding to suspected child abuse and neglect

Information about making appropriate reports of abuse or neglect is available from the Department for Child Protection website <https://www.childprotection.sa.gov.au/>.

Piano Generation will not tolerate incidents of child abuse.

All complaints regarding child abused will be listened to and recorded. Where a complaint is made, Piano Generation will consider whether interim action is required to ensure the safety of children and young people.

All employees understand their obligation to notify the Child Abuse Report Line on **13 14 78** as soon as practicable if they have a reasonable suspicion that a child has been, or is being, abused or neglected.

We ensure that support is also available for the employee making the report, particularly where an ongoing service is provided to the child, young person and their family.

Supporting children, young people and their families

Child Protection is everyone's responsibility. Piano Generation recognises that even where a report is made, we may still have a role in supporting the child or young person.

Dealing with reports or concerns relating to the actions of an employee of our organisation

In addition to making a report to the Child Abuse Report Line, employees must also report to management if reasonable suspicion is formed that a child has been, or is being, abused or neglected by another member or employee.

In response to any report to management concerning a member or employee of this organisation, management may determine to take disciplinary action.

Other protective actions may also be introduced to ensure the safety of children and young people within our organisation.

10. Strategies to minimise risk

Policies and procedures may address (but are not limited to):

- Taking images of children
- Supervision of children
- Complaints procedures
- Physical contact
- Responsibilities
- Procedure for breaches of policy
- Training\cyber safe guidelines
- Protecting privacy and confidentiality
- Procedures for dealing with situations where a member is being investigated for, or is charged with, a serious criminal offence.

Evaluation of these strategies and the development of additional strategies to minimise and control risks to children and young people occur as part of our ongoing risk management process.

11. Harassment/bullying

Piano Generation opposes all forms of harassment, discrimination and bullying. We take this issue seriously and encourage anyone who believes that they, or another person, has been harassed, discriminated against, or bullied to raise this issue with management.

12. Communication

Piano Generation will ensure that everyone to whom this policy applies is aware of and has had an opportunity to read the policy.

This policy is available for download on Piano Generation's website www.pianogen.com.au/terms as part of our Studio Policy, which all students, parents, and guardians are made aware of when provided with an enrolment form.

We also ask employees to sign a written statement indicating that they have read and will abide by our child-safe policy. We retain a copy of all signed statements.

13. Review of policy

The Child Safe Environments policies and procedures will be reviewed at least once in every 5-year period, and if changes are made to the policies and/or procedures, Piano Generation will re-lodge a compliance statement with the Department of Human Services.

APPENDIX 1

Conducting working with children checks

Assessments required for prescribed positions

All employees of Piano Generation who occupy a prescribed position (as set out under Section 5 of the *Child Safety (Prohibited Persons) Act 2016*) are required to undergo a working with children check once every five years.

Working with children checks are also required prior to the appointment of new employees to prescribed positions.

An excluded person as defined under Section 9 of the Act may be exempt from this requirement in some circumstances. However, Piano Generation retains the discretion to decide on a case-by-case basis whether any relevant exemptions will be exercised.

This requirement applies to all employees who regularly work with or around children in an unsupervised capacity or have access to prescribed records relating to children.

Procedure for conducting working with children checks

A successful working with children check application is a precondition of working in a prescribed position at Piano Generation.

Prior to the appointment of a new employee and then at 5 yearly intervals, this organisation will direct the employee/volunteer to obtain a working with children check from Department of Human Services. The cost of obtaining a working with children check will be met by the employee.

Where a person has no disclosable court outcome(s), the assessment is successfully completed and no further action in respect to an assessment is required.

Where an individual does have disclosable court outcome(s), Piano Generation will assess this information accordingly.

Each assessment is conducted on its individual merits and with consideration to the inherent requirements of the position. Principles of procedural fairness and natural justice are applied throughout the decision-making process and the individual is provided an opportunity to confirm or dispute the information contained within the report and to provide contextual information for consideration during the assessment process.

Piano Generation will retain the following information regarding its decision:

- That a working with children check was obtained
- How the disclosable court outcome(s) affected decision making processes
- Statutory declarations (where applicable)

Piano Generation may obtain a further criminal history assessment for an employee at

any time that Piano Generation believes it necessary or desirable for the purpose of maintaining a child safe environment.

APPENDIX 2

Child Protection guidelines for employees of Piano Generation

Caring for children and young people brings additional responsibilities for employees of this organisation.

All employees of this organisation are responsible for promoting the safety and well-being of children and young people by:

- Ensuring the safety and welfare of the child or young person is paramount at all times.
- Treating all children and young people with dignity, equality and respect.
- Adhering to this organisation's child safe policy at all times.
- Listening and responding appropriately to the views and concerns of children and young people within the organisation.
- Taking all reasonable steps to ensure the safety and protection of children and young people within the organisation.
- Ensuring children and young people understand their rights and explaining to the child in age-appropriate language what they can expect when participating in a service, activity or program offered by the organisation.
- Responding quickly, fairly and transparently to any serious complaints made by a child, young person, or their parent/guardian.
- Notifying the **Child Abuse Report Line on 13 14 78** as soon as practicable if they have a reasonable suspicion that a child or young person has been or is being abused or neglected.

Employees will not:

- Take part in any unnecessary physical contact with a child or young person.
- Discriminate against any child or young person because of age, gender, cultural background, religion, vulnerability or sexuality.
- Develop any 'special' relationships with children or young people outside of the professional relationship.