

CHILD SAFETY POLICY

Tritones Music Classes (ABN 58 191 443 170) ("Organisation")

Date of approval: 1st January 2025

(1) PUPOSE OF THIS POLICY

At Tritones Music Classes (we, our, us), we are committed to the safety of children and young people. We are committed to providing an environment which is safe for children and youths, and to ensuring that this is reflected in all aspects of our business operations.

This Child Safety Policy (Policy) sets out the general principles that guide the management of child and youth safety at Tritones Music Classes.

We have developed this Policy to help our Workers understand and manage child and youth safety, and to set a framework to ensure that we provide a safe environment for children and young people, and that we meet all of our objectives and comply with all of our legal and regulatory obligations in relation to these matters.

(2) STATUS OF THIS POLICY

This Policy does not form part of any contract of employment or any other contract for work or services.

(3) APPLICABLE RULES

(a) We are committed to complying with all applicable laws and regulations as well as codes of practice and other safety guidance in all jurisdictions where we operate. This policy complies with the legislation set out below:

- *Family Law Act 1975 (Commonwealth)*
- *Children and Young People (Safety) Act 2017 (SA)*
- *Child Safety (Prohibited Persons) Act 2016 (SA)*

(4) NATIONAL PRINCIPLES FOR CHILD SAFE ORGANISATIONS

(a) We support the *National Principles for Child Safe Organisations* (National Principles) and will endeavour to embrace them at our Organisation. This policy aligns with the National Principles.

(b) The National Principles require that:

- 1. Child safety and wellbeing is embedded in organisational leadership, governance and culture.*
- 2. Children and young people are informed about their rights, participate in decisions affecting them and are taken seriously.*
- 3. Families and communities are informed and involved in promoting child safety and wellbeing.*
- 4. Equity is upheld and diverse needs respected in policy and practice.*
- 5. People working with children and young people are suitable and supported to reflect child safety and wellbeing values in practice.*
- 6. Processes to respond to complaints and concerns are child focused.*
- 7. Staff and volunteers are equipped with the knowledge, skills and awareness to keep children and young people safe through ongoing education and training.*
- 8. Physical and online environments promote safety and wellbeing while minimising the opportunity for children and young people to be harmed.*
- 9. Implementation of the national child safe principles is regularly reviewed and improved.*
- 10. Policies and procedures document how the Organisation is safe for children and young people.*

(5) WHO THIS POLICY APPLIES TO

- (a) This Policy applies to any people who perform work for Tritones Music Classes, including all our directors, managers, board members, employees, contractors, subcontractors, employees of our contractors and subcontractors, apprentices, trainees, volunteers, interns, work experience students, labour hire employees and outworkers and any other people who perform work for or on behalf of our Organisation (Workers).
- (b) We are committed to ensuring the safety and wellbeing of all Workers and visitors to our Organisation. However, this Policy specifically addresses our commitment to the safety and wellbeing of youths and children at our Organisation. Throughout this Policy, we use the terms "youth", "young person", "child" and "children" to refer generally to people under 18 years of age.
- (c) This Policy applies to all activities in our Organisation which involve children, or which result in or relate to contact with children.
- (d) This Policy is intended to help manage the safety and wellbeing of any children that come into contact with our Organisation, whether they are receiving services from us, are the children of someone who is receiving services from us, are the children of our Workers, or come into contact with us in any other way.

(6) OUR COMMITMENT TO THE SAFETY OF CHILDREN AND YOUNG PEOPLE

- (a) We are committed to the safety of children and young people.
- (b) We are committed to providing an environment which is safe for children and youths, and to ensuring that this is reflected in all aspects of our business operations.
- (c) We value and respect children and young people and welcome them regardless of their abilities, age, sex, gender, or social economic or cultural background.
- (d) Bullying and harassment will not be tolerated at Tritones Music Classes.
- (e) Safeguarding children from harm and risk of harm is an essential responsibility for our Organisation. We are committed to ensuring that any child who comes into contact with our Organisation or services is properly safeguarded. Every person under this policy must ensure that they play an active role in ensuring that children are properly safeguarded.
- (f) We believe that no child or young person should experience harm or risk of harm and we are committed to the protection of children and young people. This policy is intended to provide guidance and overarching principles to those who represent us as volunteers or staff, to guide our approach to child protection and safeguarding.
- (g) It is our intention that a child safe culture should be embedded in all levels of our Organisation, including but not limited to our leadership and governance as well as amongst all of our other Workers.
- (h) When dealing with concerns about a child's safety or wellbeing, we are guided by a consideration of what is in the best interests of the child.
- (i) We strive to:
 - ensure that our Workers have the knowledge, skills and awareness to keep children safe
 - ensure that any of our Workers who work with children have the necessary skills, attributes, experience and qualifications to uphold this Policy and provide the support and supervision that children require
 - ensure that any children who come into contact with our Organisation and who have concerns about their safety or need assistance know where to go and who to talk to
 - ensure that any children who come into contact with our Organisation and who have concerns about their safety feel comfortable seeking assistance

- maintain the safety and security of any of our facilities or environments which may be accessed by children (including any online facilities or environments, websites or platforms)
- promote a workplace which values diversity and inclusion
- where appropriate, involve children and their families in decisions that affect them
- promote a culture of child safety at all levels in our Organisation
- take any allegations or complaints in relation to child safety seriously, and respond promptly and appropriately
- report any allegations or concerns to relevant authorities whenever appropriate or necessary

(7) OUR COMMITMENT TO SUPPORTING THE DIVERSE AND UNIQUE IDENTITIES OF CHILDREN AND YOUNG PEOPLE

- (a) We are committed to providing a culturally safe environment in which the diverse and unique identities and experiences of Aboriginal children and young people are respected and valued.
- (b) We actively encourage and support children's abilities to express their culture and exercise their cultural rights.
- (c) We have embedded strategies within our organisation that equip all members to acknowledge and appreciate the strengths and importance of Aboriginal culture to the wellbeing and safety of Aboriginal children and young people.
- (d) We adopt measures to ensure that racism is identified, confronted, and not tolerated within our organisation. Any instances of racism are addressed with appropriate consequences.
- (e) We actively support and facilitate the participation and inclusion of Aboriginal children, young people, and their families within our organisation.
- (f) All of our policies, procedures, systems, and processes work together to create a culturally safe and inclusive environment that meets the needs of Aboriginal children, young people, and their families.
- (g) Our Workers must encourage and support children to freely express their culture and enjoy their cultural rights.
- (h) Workers must actively support and facilitate the participation and inclusion of Aboriginal children and their families within our Organisation.
- (i) Racism is strictly prohibited within our Organisation. If racism occurs, we will respond as follows:

Anyone experiencing racism will be offered free counselling and any perpetrator will be counselled regarding both the impact and consequences of their actions, which may mean cessation of employment.

(j) Our leadership has a responsibility to help everyone involved with our Organisation to acknowledge and appreciate the strengths of Aboriginal culture and to understand its importance to the wellbeing and safety of Aboriginal children and young people.

(8) CODE OF CONDUCT

(a) We have a code of conduct for working with children and young people, as set out below ("Code of Conduct"). We expect all Workers to understand this Code of Conduct, and ask a Responsible Person if they need more information or have any questions.

(b) Caring for children and young people brings additional responsibilities for our Workers. All Workers are responsible for promoting and protecting the safety and wellbeing of children and young people by:

- sticking to the organisation's child safe policy at all times and taking all reasonable steps to ensure the safety and protection of children and young people
- treating everyone including those of different race, ethnicity, gender, gender identity, sexual orientation, age, social class, physical ability or attributes and religious beliefs with respect and honesty and ensure equity is upheld
- being a positive role model to children and young people in all conduct with them
- setting clear boundaries about appropriate behaviour between yourself and children and young people – boundaries help everyone to understand their roles
- listening and responding appropriately to the views and concerns of children and young people
- being alert to bullying behaviours and responding promptly and appropriately
- ensuring another adult is always present or in sight when conducting one to one consulting, coaching, instruction or other activity
- being alert to children and young people who have been harmed, or may be at risk of harm and reporting this quickly to the Child Abuse Report Line (13 14 78)
- responding quickly, fairly and transparently to any complaints made by a child, young person or their parent/guardian

- encouraging children and young people to 'have a say' on issues that are important to them.

(c) Workers must not:

- engage in rough physical games
- develop any 'special' relationships with children and young people that could be seen as favouritism such as the offering of gifts or special treatment
- do things of a personal nature that a child or young person can do for themselves, such as toileting or changing clothes
- discriminate against any child or young person because of age, gender, cultural background, religion, vulnerability or sexuality.

(d) Breaches or suspected breaches of the Code of Conduct will be reported as soon as practicable to management either in person, or using the contact details in section 10 of this Policy.

(e) Breaches or suspected breaches of the Code of Conduct will be taken seriously and dealt with quickly, fairly and transparently.

(f) Any Worker who breaches the Code of Conduct will face disciplinary action and depending on severity of the breach, the Worker may have their employment terminated.

(9) GENERAL WORKER RESPONSIBILITIES

(a) Our Workers must uphold our Organisation's values in accordance with this Policy. Our Workers must demonstrate behaviour which is consistent with this Policy and with our Organisation's values. Our Workers must be proactive about upholding and promoting our values and this Policy, including by doing the following:

- remaining alert and aware of possible safeguarding risks to children
- guarding children against harmful environments with appropriate actions (for example, adequate supervision or ensuring safe environments)
- taking positive steps to maintain the safety and wellbeing of children engaging with our Organisation
- reporting concerns expeditiously and appropriately, in line with child protection procedures
- understanding the duty to report specific concerns (and understanding how this interplays with confidentiality)
- challenging any inappropriate or harmful behaviour of any other adult and reporting this accordingly

- acting appropriately in the presence of children
- not taking any inappropriate risks
- not smoking, drinking or taking any form of illicit substances in the presence of children
- ensuring that any children who come into contact with our Organisation or access our services understand their rights and responsibilities
- communicating with children clearly and respectfully and using language which they can understand and which is appropriate for their age and level of development
- ensuring that any children who come into contact with our Organisation or access our services are supported and get any necessary assistance with exercising their rights and responsibilities

(b) Our Workers are responsible for ensuring that they personally comply with all applicable laws in the state or territory where they are based including any applicable Commonwealth laws.

(10) RESPONSIBLE PERSON

Any question, report or concern in relation to the safeguarding of children should be shared with the following person (Responsible Person):

Name: GEOFF DRIVER

Email: geoff@tritones.com.au

Telephone: 0435947642

(11) THE RISKS TO CHILDREN

(a) Children can be vulnerable to different forms of harm and risk of harm. It is important to recognise that harm of children can cover a wide range of circumstances and behaviours. For example, children can be at risk of:

- physical or emotional harm
- neglect
- sexual harm
- female genital mutilation (FGM)
- grooming and exploitation
- trafficking and modern slavery

- exposure to or infliction of domestic abuse
- bullying or cyber bullying
- exposure to other inappropriate content or behaviour, such as violence or criminal behaviour
- self-harm
- physical harm when engaging with activities without adequate supervision

(b) The causal factors of any such harm can also be wide-ranging. For example, children can be placed at risk by family members, workers or by members of the community.

(12) RECRUITMENT

(a) In accordance with applicable legislation, we require that any Workers who work with children or young people have a current, "not prohibited" Working with Children Check in all relevant jurisdictions.

(b) To ensure we engage the most suitable people to work with children and young people we have the following recruitment practices in place:

- our commitment to child safety is included in all job advertisements
- clear position descriptions that include our commitment to child safety and wellbeing
- written applications from applicants
- face-to-face interviews that use behavioural questions to determine the applicant's knowledge of child safeguarding
- at least 2 referee checks and qualification checks.

(c) In accordance with the *Child Safety (Prohibited Persons) Act 2016*, our organisation is registered with South Australia's Department of Human Services (DHS) Screening Unit and we link all Working with Children Checks (WWCC). All persons running the organisation (e.g. business owner, board/committee members, managers etc) and all workers in the organisation over the age of 14 years, even if not providing services directly to children or young people must hold a current, not prohibited Working with Children Check (WWCC) issued by the DHS Screening Unit and 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.

(d) We will immediately contact the DHS 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.

(13) HOW WE ENSURE STAFF ARE SUITABLE AND SUPPORTED

We strive to ensure that Workers at our Organisation who are working with children and young people are suitable and supported to reflect child safety and wellbeing values in practice. We do this by using the following measures:

All workers will provide a current Working With Children Check, and maintain current RRHAN training (Responding to Risks of Harm, Abuse and Neglect).

(14) CONFIDENTIALITY AND DATA PROTECTION

All personal information we may process relating to children, shall be processed and stored in accordance with our data protection privacy policy.

(15) REPORTING AND RESPONDING TO HARM OR RISK OF HARM

(a) We aim to ensure that children and young people are safe from harm and risk of harm. Section 17 of the *Children and Young People (Safety) Act 2017 (SA)* 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.

(b) 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.

(c) 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.

(d) 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 the support from another Worker to do so if required.

(e) 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>.

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

(g) Following a report being made to CARL or SAPOL Workers must make an internal report to management.

(h) 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.

(i) 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.

(j) 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.

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

(16) REPORTING AND RESPONDING TO GENERAL COMPLAINTS OR FEEDBACK

(a) Providing opportunities for complaints and feedback ensures that children, young people and their families feel valued and respected and enables us to improve the quality of our service. Children, young people and their families are informed that they can provide feedback or make a complaint when they join our organisation.

(b) Compliments, complaints or feedback can be provided verbally or in writing to any Worker or direct to management either by telephone, email or by post, using the following details:

Phone: 08 82703847
Email: email@tritones.com.au
Post: 9 Ridgefield Close, Aberfoyle Park SA 5159

(c) We will deal with all complaints and feedback received from children, young people or their families promptly, sensitively and fairly. We will:

- listen to the complaint/feedback
- the person receiving the complaint will make a record of it if received verbally
- advise of the time expected for an outcome

- if a Worker receives a complaint, they must forward it to management as soon as possible
- management will respond to the complainant with an outcome within the following timeframe: 7 days
- clearly document and securely store decisions and actions taken in response to complaints and feedback
- make sure that procedural fairness is followed at all times.

(d) If the child, young person or their family is not happy with the outcome from the complaints process they can contact:

- Australian Human Rights Commission Online: www.humanrights.gov.au
Tel: 1300 656 419
- South Australian Equal Opportunities Commission (for complaints relating to discrimination) Online: www.eoc.sa.gov.au Tel: 08 8207 1977.

(17) RISK MANAGEMENT

We take risk management very seriously at our organisation. This section identifies various risks relating to children and young people that may be encountered at our organisation, and the actions we take to minimise and manage each of those risks:

RISK: Physical Contact

MANAGEMENT: Only physical contact necessary for the provision of services is permitted, (for piano lessons, the gentle touching or moving of students' hands, fingers, wrists and arms, and for singing, helping to locate diaphragm while clothed. Permission is to be sought from the student beforehand.

RISK: Alone with child

MANAGEMENT: Parents & Teachers are advised when individual lessons are conducted. There is to be a clear window (visibility) into any room used for teaching, and outside of school, parents are welcome to observe their child's lesson.

RISK: Emotional Damage

MANAGEMENT: No bullying, racism or offensive language will be tolerated by Tritones Music Classes. This is an organisation of encouragement and learning.

No transportation is to be provided for students by an employee of Tritones.

(18) MANAGING RISKS POSED BY OTHER CHILDREN

(a) It is important for all adults engaged by us to recognise that children can face harm from their peers. This can commonly take the form of bullying. Bullying can be defined as any behaviour which is:

- repeated; and
- has the intention of hurting somebody either physically or emotionally.

(b) Bullying can sometimes be motivated by prejudices based on certain groups, for example gender, race, religion or sexual orientation. Bullying can often include:

- physical harm perpetrated against another child
- name calling and threats
- cyberbullying (threats and abusive comments made via technology)

(c) Any instance of bullying or concern relating to possible bullying between children at any event or activities arranged by us will usually be dealt with by us in the first instance as follows:

All children and any relevant staff shall be spoken to individually to ascertain the facts. Where appropriate, children will receive a first warning and relevant support/education.

(d) Where any behaviour amounting to bullying continues following this, the following steps will be taken:

The child or children who have found to be responsible for persistent behaviour which amounts to bullying of another child shall be banned from attending group lessons, and possibly banned from lessons at Tritones altogether.

(e) All steps in relation to the prevention or management of bullying should be taken in consultation with the Responsible Person.

(19) STAFF KNOWLEDGE, SKILLS AND AWARENESS

We have strategies in place to supervise, train and support Workers to understand this Policy, their mandatory reporting obligations, how to build culturally safe environments and their responsibilities to create a child safe and friendly environment. Our strategies include:

Training:

- ensure all workers read and understand the *Mandatory Notification Information Booklet* during induction, which is available at:
https://dhs.sa.gov.au/_data/assets/pdf_file/0003/103179/CSE-Mandatory-notification-information-booklet.PDF

- complete *Safe Environments: Through their eyes* training every 3 years and/or *Responding to Risk of Harm, Abuse and Neglect Training*
- include child safety as a standing item on meeting agendas

Supervision:

- regular supervision sessions that include a focus on child safety and wellbeing

Support:

- an induction process for all new workers including a copy of this Policy document
- regular performance appraisals that discuss child safeguarding
- appointing a child safety officer who has an educative role within our organisation.

(20) SAFE PHYSICAL AND ONLINE ENVIRONMENTS

We believe in promoting child safety and wellbeing in physical and online environments in order to reduce the risk of harm. We use a variety of measures to ensure that our physical and online environments promote safety and wellbeing while minimising the opportunity for children and young people to be harmed.

(21) EVENTS AND ACTIVITIES

Responsibilities and Planning

(a) Typically, we may arrange the following types of events and/or activities which could involve children:

Weekly individual or group instrument learning lessons, and where practical an annual concert for parents and families.

(b) The Responsible Person shall hold ultimate responsibility for the safety and appropriateness of the event. They may however appoint a delegate for some responsibilities the purpose of a specific event.

(c) Although the Responsible Person and any appointed delegates will hold ultimate responsibility for overseeing the safety for events and activities, all individuals under this policy must also play an active role in ensuring the safety of children at all times.

(d) For certain types of events or activities, we may issue an additional code of conduct, policy, or some specific other requirements which is specific to that occasion. Any such additional documentation will be made available to all those

concerned (staff members, parents, guardians etc.) in advance. They should be read carefully and adhered to.

Venues

(a) The location for any events or activities which are held by us shall be risk assessed properly in reference to the suitability and safety for children. Fire and safety procedures and precautions shall be made clear to all those involved.

First Aid

(a) If an ambulance is required, call 000. Please notify a manager or supervisor if an ambulance has been called.

(b) Any accident or injury concerning a child should be brought to the attention of the nearest first aider and should thereafter be formally reported to the Responsible Person.

(a) Where we hold any events or activities whereby a child attends alongside their parent or guardian, parents and guardians should ensure that children are properly supervised.

(22) MANAGING BEHAVIOUR OF CHILDREN GENERALLY

(a) Whenever any adult engaged by us is faced with challenging or inappropriate behaviour from a child or with conflict between children, they must:

- treat each child fairly and equally
- approach the situation in a calm and neutral manner
- only ever use physical restraint/intervention in order to protect the immediate safety of a person, for example to prevent an injury or harm either to the child or others
- wherever it is justified to physically restrain a child or to physically intervene, the amount of force used should be kept to the absolute minimum taking into account the risk posed
- make a written record of the incident and ensure this is reported appropriately to the Responsible Person

(23) PHOTOGRAPHY

(a) We do not take photographs of children when they are attending our premises, events or activities.

(b) We do however recognise that members of the public may take photographs when they are attending our premises, events or activities.

(c) We ask that any parents, guardians and other members of the public take the following into consideration when taking photos at our premises, events or activities:

- images of other children should not be shared on social media without the permission of any children who feature in the images (where ascertainable), together with the permission of the children's parent/guardian

- images which are shared on social media should be shared cautiously, with the appropriate privacy and security settings in place.

(24) REVIEWING OUR CHILD SAFE POLICIES AND PROCEDURES

(a) We regularly review our child safe policies and procedures so that we can continue to improve them.

(b) At a minimum, we will review our policies and procedures (including this Policy) once every five years, as required by the *Children and Young People (Safety) Act 2017 (South Australia)*.

(c) We will also review this Policy in the following circumstances:

- If there are any material changes in our procedures relating to children or young people. If there are any legitimate complaints raised by any children or young people or their families.

(d) We will lodge a new child safe environments compliance statement with South Australia's Department of Human Services each time we review and update this Policy.

(25) HOW WE MAKE OUR POLICIES AND PROCEDURES AVAILABLE

(a) We strive to ensure that our child safe policies and procedures (including this Policy) are understood by all Workers and relevant stakeholders.

(b) We strive to ensure that children who engage with our Organisation, as well as their families and relevant community members, are aware of, understand and have confidence in our child safety policies and procedures (including this Policy).

(c) We make our child safe policies and procedures (including this Policy) available to children, young people and their families in the following manner:

- This policy is available on our website www.tritones.com.au/childsafe

(26) FEEDBACK FROM CHILDREN AND YOUNG PEOPLE

We encourage children and young people to participate and provide feedback in the following manner:

Discussions with their school staff

(27) HOW WE INFORM CHILDREN AND YOUNG PEOPLE ABOUT THEIR RIGHTS

(a) We use the following processes to inform children and young people about their rights including their right to safety and the right to be listened to:

For children we teach within the school they are attending, the school informs the children of their right to safety and the right to be listened to.

For children attending outside of school hours, or outside of the school's jurisdiction, they attend with a parent or parents. The children are always shown that they are listened to by their instructor and perceived risks are shared with children and parents, and discussed together at the beginning of each term.

(28) ENGAGING WITH FAMILIES AND COMMUNITIES

(a) We encourage our Workers, when engaging with children, to involve the families of those children whenever it is appropriate, and provided that doing so will not compromise the safety of the child.

(b) When doing this, our Workers should keep in mind that in some cases, children can be placed at risk by family members or by members of the community, so involving the child's family could expose the child to additional risk.

(c) We use the following measures to ensure that we have effective communication and participation strategies for engaging with and responding to the diverse needs of families and communities:

Maintaining communication with families through the use of a communications book for each student and ensuring that families know we can be contacted about issues by phone or email at their convenience.

(29) RESPECTING EQUITY AND DIVERSITY

We strive to create an environment where children and young people's diverse needs and circumstances are recognised and all children feel safe, welcome and included. We do this by using the following measures:

As part of our RRHAN training, all workers receive cultural diversity and anti-discrimination training.

(30) ADMINISTRATION OF THIS POLICY

- (a) This Policy was approved by: Geoffrey Driver
- (b) This Policy was approved on: 1st January 2025
- (c) This Policy is due to be reviewed on: 1st January 2030
- (d) The following person is responsible for leading the review process for this Policy: Geoffrey Driver

(31) FURTHER INFORMATION

We thank you for the time you have taken to review and consider this Policy. If you have further questions or want to discuss any matters in connection with this Policy, please speak to a manager or supervisor.