



# *Student to Student*

*Home Tutoring Service*

ABN: 51 580 561 355

## **Student to Student's Child-safe Policy**

(v2.1 effective by 1st March 2018 for new clients and by 1st April 2018 for old clients)

### **Introduction**

This policy is Student to Student's Child-safe Policy, which is applicable to all staff, volunteers, tutors, contractors, parents/carers, and children under the age of 18 that interact with Student to Student (STS). Our policy guides staff and contractors on how to behave with students in our organisation. The policy focuses on how we can promote the participation of students in our organisation and provide a safe environment for them. We support and respect our staff, tutors, contractors, volunteers, parents/carers, and students, and want those participating in our business to have a safe and rewarding experience.

### **Definitions**

- Tutor - A person who provides tutoring services for STS.  
Contractor - A person who provides tutoring or other services for STS.  
Student - A person who receives tutoring from STS (except where used in the business name "Student to Student").  
Child - A person under the age of 18, or a person completing high school or homeschooling secondary education who is under the age of 21.  
Parent/Carer - A parent/grandparent/carer, or person who is responsible for a child who is receiving tutoring from STS.  
Client - A person who pays a tutor or STS for tutoring, either for themselves, or for another person.

### **Children**

As tutoring is STS's main activity, children are actively involved in this main operation of STS. Tutors should listen to kids' views, respect what they say, and involve them when decisions are made that affect them. Children are also expected to respect their tutors and parents/carers.

### **Tutors**

1. Tutors will follow this Child-safe Policy and Code of Conduct, along with all other STS policies, procedures, and practices that relate to the protection of children. Please see the Code of Conduct below for further details of the expectations upon tutors.

### **Parents/Carers**

1. Parents/carers will help ensure that the tutoring takes place in a visible/shared/public space on the premises (For example, not a bedroom) and that there is a person aged 18+ (other than the tutor) on the premises for the duration of each tutoring session.

2. Parents/carers will help ensure that any communication between a tutor and a child outside of the sessions occurs through the parents/carers phone or email address.
3. Parents/carers have the responsibility to ensure that any person supervising the tutoring has read and understood this Child-safe policy and Code of Conduct.
4. Parents/carers (or a person aged 18+ other than the tutor) are required to sign off every tutoring session to say that the session has been conducted in accordance with this Child-safe Policy. If this is forgotten, it may be completed within 14 days without being considered a breach of policy. This signoff is not required if the tutoring was conducted in a public and publicly visible location and the child is in year 7 or older.
5. Parents/carers will not physically discipline their children during the tutoring sessions (for example, smacking).
6. Parents/carers are expected to support tutors in upholding this Child-safe Policy and Code of Conduct.
7. Parents/carers of STS have the right to inspect any material or items (whether electronic or otherwise) given to students of STS or used in a session. All parents/carers also have the right to request that electronic devices are not used in sessions.
8. Parents/carers will be informed that STS's Child-safe policy and Code of Conduct is available online at [studenttostudent.com.au](http://studenttostudent.com.au) and will receive a physical copy of STS's Child-safe policy and Code of Conduct.

### **Recruitment and Training**

1. STS will screen and select potential tutors to ensure the safety of students.
2. All new tutors will have a face-to-face interview and two referees checked to ensure their suitability for a role working with children.
3. All tutors will have a paid New Working With Children Check that has been cleared and verified before receiving any identifying client details.
4. Other activities may also be conducted to ascertain the suitability of tutors.
5. STS will follow its full recruitment policy. Please contact STS for access to this.

### **Support Staff, Volunteers, and Tutors/Contractors**

1. STS promotes respect, fairness and consideration for all staff, tutors, contractors, and volunteers.
2. All staff, contractors, tutors, and volunteers (except for the business owner) have a more senior officer assigned to support their work, who is the business owner Stuart Southwell (0400190686) at the time of writing.
3. All new staff, contractors, tutors, and volunteers will be informed that STS's Child-safe Policy, Code of Conduct, and Dealing with Complaints process, is available online at STS's website ([www.studenttostudent.com.au](http://www.studenttostudent.com.au)).
4. All staff, contractors, tutors, and volunteers are expected to follow all of STS's policies, procedures, and practices that relate to the protection of children.

### **Location of Tutoring**

Tutoring must be conducted at a location where there is at all times a responsible adult other than the tutor on the premises. Tutoring must take place at a location that the parent/carer has appointed where there is supervision provided by the parent/carer or by a person (who knows the child) appointed by the parent/carer. Tutoring where there is no parent/carer (or appointed adult) present who knows the child is not permitted unless it is at a public and publicly visible location and the rules below are followed.

### **Rules for Tutoring at a Public and Publicly Visible Location when a parent/carer is not present.**

1. The location must be public and publicly visible with another adult on the premises.
2. The child must be in year 7 (or older) OR the child must be dropped off and picked up by the parent/carer or a person aged 18+ appointed by the parent/carer. If the child is younger than year 7 and the parent/carer or appointed person is late to pick up the child, the tutor should wait with the child in the library until the parent/carer returns.
3. A tutor should not organise for tutoring to take place at a location unless specifically requested by STS or the parent/carer, or with the permission of STS.
4. A tutor shall inform STS of the regular location and time of each session to take place at a public location and of any changes to these times and/or locations. Note that STS may visit these locations to observe the tutoring.
5. When the tutoring session finishes, if the parent/carer or appointed person is not picking the child up, a text should be sent to the parent/carer informing them that the session has finished.
6. The tutor and the child should be publicly seen to part ways (ie., not leave in the same direction at the same time) after a tutoring session.
7. In the case of STS supplying the tutoring services directly (For example, the business owner/manager is conducting a tutoring session), these rules should be followed, with Amy Soutter (0417 236 140), the children's minister at ANeW Anglican Church, being informed of necessary details instead of STS. Amy Soutter may visit locations where STS is providing services directly to observe the tutoring.

### **Complaints Regarding Child Safety**

1. All complaints will be dealt with in a serious and sensitive manner.
2. STS will appoint a Child Safety Contact Person, who at the time of writing is Stuart Southwell, the manager/business owner of STS.
3. If anyone wishes to make a child safety complaint, they are encouraged to contact the Child Safety Contact Person Stuart Southwell through the standard STS phone number (0400 190 686) or by email. If the child safety complaint is about the Child Safety Contact Person, anyone wishing to make a complaint is encouraged to contact Amy Soutter (0417 236 140) and, if the response is unsatisfactory or the matter is deemed too serious, to contact the Police or Department of Family and Community Services to discuss their concern.
4. As tutors work in education, tutors are mandatory reporters. In NSW a person working in education must report if he/she suspects on reasonable grounds that a child is at risk of significant harm (Please see <https://aifs.gov.au/cfca/publications/mandatory-reporting-child-abuse-and-neglect> for more details).

### **Communication**

1. STS will inform all tutors of its Child-safe policy.
2. STS will discuss its policy with all new staff, volunteers, tutors, and contractors.
3. STS will publish on its website (currently [www.studenttostudent.com.au](http://www.studenttostudent.com.au)) Student to Student's Child-safe Policy and Code of Conduct.
4. STS will provide a letter to all new parents/carers who organise for tutoring for their child with STS. This letter will include STS's Child-safe Policy, STS's Child-safe Code of Conduct, and their tutor's Working With Children Check Details.
5. If a breach of this Child-safe Policy or Code of Conduct occurs through the provision of services to a child/parent/carer, STS or the tutor will inform the parent/carer of the mistake.

### **Alterations**

On rare occasions it may be appropriate for an alteration to be made to this Child Safe Policy and Code of Conduct to accommodate a specific circumstance. On these rare occasions, this accommodation must be approved by STS (or Amy Soutter if STS is seeking the accommodation).

# Student to Student's Child-safe Code of Conduct for Tutors/Contractors

## Statement of Commitment

Student to Student provides a safe tutoring service for everyone participating in our tutoring. We listen to advice offered from children, parents/carers, and tutors to ensure that these standards are maintained. All tutors/contractors delivering Student to Student's services must keep to the following codes of behaviour. Parents/carers and other clients are expected to support tutors in following these codes of behaviour.

## Codes

**DO:** Provide an appropriate form of identification (Australian Driver's license, Passport, or Newcastle University student card) and a letter from STS upon your first session with each child to verify your status as a child safe tutor.

**DO:** Ensure that tutoring is provided in an open space on the premises (not a bedroom, for example) and is provided while another adult is on the premises.

**DO:** Ensure that parents/carers have given written agreement to the Child-safe Policy and Code of Conduct by the end of the first session of tutoring. If this has not been received by the end of the first session, it may be completed before the start of the third session without being considered a breach of policy.

**DO:** Ensure that parents/carers sign off every tutoring session to say that the session has been conducted in accordance with this Child-safe Policy. If this is forgotten, it may be completed within 14 days without being considered a breach of policy. This signoff is not required if the tutoring was conducted in a public and publicly visible location AND the child was in year 7 or older.

**DO:** Treat everyone with respect and honesty (this includes parent/carers, clients, students, other children, contractors, and other stakeholders).

**DO:** Ensure that no inappropriate writing, images, or other materials is intentionally shown to students including from electronic devices. Care should be taken to minimise, as much as reasonably practical, any inappropriate content unintentionally shown to children through mediums such as advertisements, youtube clips, screensavers, open web pages, or through any other formats. Where possible, downloading and opening clips in advance of showing the child is recommended.

**DO:** Remember to be a positive role model to kids in all your conduct with them and develop a rapport that will enable you to help them in your work. .

**DO:** Set clear boundaries in the way you act between yourself and the children receiving tutoring. Boundaries help everyone to carry out their roles well. If you are unsure about what behaviour is appropriate, please contact the Child Safety Contact Person (Stuart Southwell, 0400190686).

**DO:** Avoid incidental touching when tutoring a child.

**DO:** Leave the location if you are left alone on the premises with a child. If it is unsafe to leave the child alone, instead take the child to the front of the premises in a publicly visible location and wait for the clients return. If you arrive for tutoring and the child is home, but the adult unexpectedly not, wait outside in a publicly visible location and leave the premises after a maximum of 10 minutes. If you are able to make contact with the parents/carers in this time, you may wait at the premises for a maximum of 20 minutes.

**DO:** Report breaches of the Child Safe Policy and Code of Conduct (whether accidental or otherwise) to STS within 24 hours of becoming aware of the breach on the internal Breach Reporting Form. The purpose of this is not to be vindictive, but to encourage transparency, accountability, and ultimately improve the safety of children.

**DO:** Record and act on serious complaints of abuse and ensure that all mandatory reporting procedures are followed where a child has suffered harm or is at risk of suffering harm.

**DO NOT:** Develop any 'special' relationships with children that could be seen as favouritism, such as the offering of gifts or special treatment.

**DO NOT:** Develop any kind of romantic or sexual relationship with a child, with a parent/carer of a child or with anyone in the household of a child being tutored. Do not develop a romantic or sexual relationship with a person under the age of 21 who has formerly been tutored by STS.

**DO NOT:** Do things of a personal nature that a child can do for themselves, such as going to the toilet or changing clothes.

**DO NOT:** Contact a child you tutor directly through the child's phone, email address, or other contact method. All contact with children you have tutored should take place through the parents/carers' phone, email address, or other contact method.

**DO NOT:** Spend time with a child you have tutored in a social or professional setting (including babysitting), except where the parent/carer is present, or where it may normally have occurred (for example, if you both attend the same club or church).

**DO NOT:** Give a child a lift anywhere.

**DO NOT:** Linger talking to a child after a session has finished for an inappropriate amount of time, particularly if the tutoring is taking place at a public location.

**Child Safety Contact Person:**

**Stuart Southwell**

Student to Student Business Owner/Manager  
0400 190 686

**Secondary Contact:**

**Amy Soutter**

ANeW Anglican Church Children's Minister  
0417 236 149

**Latest Date for Review of Policy:**

January 2020