



Terrey Hills Swim School

www.thswim.com.au

Title	Child Safe Policy - https://smne.org.au/child-safety/
Introduction	Our Policy guides our team members on how to behave when interacting and engaging with children whilst enrolled at Terrey Hills Swim School. The policy directs how we build and maintain a child safe environment inclusive of all participants with transparency and integrity.
Children's Participation	<p>Terrey Hills Swim School supports a safe environment for children swimming in our aquatic activities. THSS is committed to hearing our children's comments, opinions and concerns with respect and professionalism. All children's voices are heard and acted upon in matters that directly affect them.</p> <p>The facility has an open physical environment both in the pool and in the reception area. Parents are encouraged to be in earshot and can always have full sight of their child.</p>
Recruitment of staff	<p>Terrey Hills swim school prides itself to a rigorous selection process when hiring new staff.</p> <p>New staff will only be hired after and extensive interview. WWCC (Nationally and Internationally) check received appropriate qualification sought and references check.</p> <p>Teachers must renew their teaching licence every three years and are required to undertake regular professional development to maintain and build on their skills.</p>
Complaints Management and Reporting	<p>THSS promotes a child focused complaints system and encourages children to speak up.</p> <p>THSS will not tolerate incidents of discrimination, harassment, bullying or child abuse.</p> <p>Staff feel supported to raise concerns about child safety and our children feel safe to raise concerns about themselves and their friends. All complaints are to be recorded in the complaints Record. (Document/WHS/Complaints Record.xls)</p> <p>Anne Jenkins, Ellen Bakker and Jane Argue have been appointed and will manage all complaints. All complaints are to be emailed through to Bookings@thswim.com.au All complaint will be investigated within 7 days.</p>

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Communications	<p>Our policy will be discussed during training sessions for all new staff, volunteers, and trainees.</p> <p>This Child Safe policy will be available to view on our website. www.terrehillsswimschool.com.au.</p> <p>Children and parents joining our programs will be informed of the Policy, Code of Conduct and Dealing with Complaints process.</p> <p>By enrolling children at THSS parents/caregivers acknowledge and accept that there will be appropriate physical contact between the teacher and the child to ensure swimming skills and confidence in the water are developed.</p> <p>Personal information provided to THSS will be treated confidentially. This information may be used to tailor programs and improve quality of the learning experience.</p>
Safe Pool Operations	<p>THSS is committed to adhering to the guidelines set down by Royal lifesaving Australia.</p> <p>https://www.royallifesaving.com.au/Aquatic-Risk-and-Guidelines/guidelines/GSPO</p>
Other legislation, industry standards or internal policies	<p>Ten Child Safe Standards – guide published by the Office of the Children’s Guardian</p> <p>https://www.ocg.nsw.gov.au/child-safeorganisations/training-and-resources/child-safe-standards</p> <p>Child Protection (Working with Children) Act 2012 Children and Young Persons (Care and Protection) Act 1998 FACS NSW mandatory reporting guidelines Codes of Conduct</p>
Review	<p>The policy and guidelines will be reviewed every two years and incorporate comments and suggestions from our range of stakeholders (including staff, children, and families).</p>