

Turrumurra Learn to Swim (“TLTS”) promotes a child safe culture that embodies a set of values and practices that guide the attitudes and behaviours of all staff. We want all children and young people who participate in our programs to have a safe and happy learn to swim experience and to gain the life skill of swimming and water safety. We support and respect our children, young people, their families and our staff.

<p>Title</p>	<p>Turrumurra Learn to Swim Child Safe Policy</p>
<p>Introduction</p>	<ul style="list-style-type: none"> ● Our policy guides our paid staff (and trainees) on how to behave when interacting and engaging with children at the swim school. ● The policy focuses on how to build and maintain a child safe environment which is respectful, inclusive, transparent and promotes children’s participation. ● Our commitment extends to: <ul style="list-style-type: none"> ● Protecting children from abuse, neglect, mistreatment or misconduct that causes harm. ● Safeguarding children who participate in lessons or who attend our facility. ● Listening to children, actively seeking their feedback and taking their concerns seriously. ● Treating children fairly and with respect. ● Equity will be upheld and diverse needs considered. ● Encouraging parents and caregivers to be involved in order to better understand what will keep their children safe, healthy and happy. ● Families and the community feel comfortable to ask questions on how TLTS prioritises child safety. ● Preventing harm to children by managing risk. ● Continually reviewing our child safe policies.
<p>Children’s Participation</p>	<ul style="list-style-type: none"> ● TLTS supports the active participation of children in the programs we offer. ● All children are provided opportunities to participate to their full potential. ● TLTS recognises the diverse needs of children and provides equal opportunities for all children, from all backgrounds and abilities to feel included and welcome while participating in appropriate activities and programs. ● Adults in the organisation respect the child’s opinion and listen to what they say. ● 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.

Recruitment of Staff

- TLTS maintains a rigorous and consistent recruitment, screening and selection process.
- All staff are screened through the Working with Children Check. All teaching staff are AUSTSWIM and/or Swim Australia qualified and hold current first aid qualifications.
- Teachers must renew their teaching licence every three years and are required to undertake regular professional development to maintain and build on their skills.

Training, support and supervision of staff and procedures to ensure children's safety

- We promote respect, fairness and consideration for all staff.
- All new staff and trainees are provided with induction and training before working independently and are given regular feedback and support.
- All staff are advised of the TLTS Code of Conduct regarding appropriate dealing with children during their orientation and training sessions.
- New staff are provided an Employment contract and required to sign the code of conduct acknowledging their commitment to abide by it.
- Staff are encouraged to ask questions and contribute to the continuous improvement of child safe practices in the workplace.
- During all swimming lessons, there will be no less than two TLTS staff present (teacher and receptionist). At no time can a child be left in the company of only one staff member.
- Parents and care givers are permitted to remain in the reception area or outside area of the pool and have clear vision of all activities in the pool.
- No child is permitted to visit the upstairs changeroom or bathroom without a parent or caregiver.

Communication

- Our policy will be discussed during training sessions for all new staff, volunteers and trainees.
- This Child Safe policy will be available to view on our website www.turramurrlearntoswim.com.au.
- Children and parents joining our programs will be informed of the Policy, Code of Conduct and Dealing with Complaints process.
- By enrolling children at TLTS 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.
- Personal information provided to TLTS will be treated confidentially. This information may be used to tailor programs and improve quality of the learning experience.

Complaints Management and Reporting	<ul style="list-style-type: none"> • TLTS promotes a child focused complaints system and encourages children to speak up. • TLTS will not tolerate incidents of discrimination, harassment, bullying or child abuse. • Staff feel supported to raise concerns about child safety and our children feel safe to raise concerns about themselves and their friends. • Verity Whitelaw (owner) is the Child Safety Contact Person to manage all complaints. • Complaints by parents/caregivers or staff should be made in writing to admin@tlts.com.au outlining the nature of the complaint. • Complaints will be investigated within 7 days.
Safe Pool Operations	<ul style="list-style-type: none"> • In line with Royal Life Saving Guidelines (Guideline for Safe Pool Operations) the swim school will open for lessons while ensuring the risk of transmission of COVID-19 remains as low as is reasonably practicable within a wider vaccinated Australian community. This will depend on the NSW Government public health orders that are in affect at any current time. • Vaccinated status for patron entry and employment will both follow the current health order guidelines.
Other legislation, industry standards or internal policies	<ul style="list-style-type: none"> • Ten Child Safe Standards – guide published by the Office of the Children’s Guardian https://www.ocg.nsw.gov.au/child-safe-organisations/training-and-resources/child-safe-standards • Child Protection (Working with Children) Act 2012 • Children and Young Persons (Care and Protection) Act 1998 • FACS NSW mandatory reporting guidelines • Codes of Conduct • Royal Life Saving Guidelines (Guideline for Safe Pool Operations)
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>