

LEARNING BEYOND THE BELL

Supporting and resourcing homework programs across Victoria

SAMPLE CHILD PROTECTION POLICY

Resource for Out of School Hours Learning Support Programs

The Learning Beyond the Bell (LBB) program, delivered by the Centre for Multicultural Youth and funded by the Department of Education and Early Childhood Development, provides support and resources to homework programs and other learning support programs in Victoria.

This Sample Child Protection Policy is designed for organisations running Out of School Hours Learning Support Programs, to assist them with the development of their own policy.

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Child Protection Policy – a sample policy

Please note: this is a sample Child Protection Policy for a HYPOTHETICAL Out of School Hours Learning Support Program (OSHLSP). When developing a policy for your OSHLSP it is important to consider in every section the particular circumstances of your OSHLSP. This is to ensure the policy truly represents the commitment and strategies your OSHLSP is taking to reduce the risk of child abuse occurring. The material contained in this document should be used as a reference – it should not be relied upon or be a substitute for professional advice.

Note: the hypothetical OSHLSP is referred to as 'XYZ Homework Club' throughout this document.

Introduction

This policy is designed to protect all children and young people who attend XYZ Homework Club. The policy defines children and young people as anyone under the age of 18 years and includes students attending to receive assistance with their study, tutors, and visitors to the homework club.

Child Protection Statement: XYZ Homework Club is committed to the safety and wellbeing of all children and young people accessing our service. We support the rights of the child and will act without hesitation to ensure a child-safe environment is maintained at all times. We also support the rights and wellbeing of our staff and volunteers and encourage their active participation in building and maintaining a secure environment for all participants.

Policy coverage:

This policy applies to all individuals involved with XYZ Homework Club, including:

- paid and volunteer staff
- children and young people participating in the program
- visitors including parents and family members, program partners, etc

XYZ Homework Club expects that all those involved with the program will follow the policies and procedures outlined in this document. If breaches of these policies and procedures occur they will be dealt with by our Child/Youth Safety Officer (see page 3 for more information on this position) and the manager of our auspice agency, XYZ Community Centre.

What is child abuse?

Child abuse can take the form of physical abuse, sexual abuse, emotional abuse or neglect. Child abuse can have long term and significant effects on a child or young person's development. The XYZ Homework Club is committed to responding without delay to any suspicions of child abuse or neglect.



Types of Abuse

Physical Abuse

This abuse occurs when a person intentionally injures or threatens to injure a child or young person. The injury may involve: slapping, kicking, punching, shaking, burning, shoving, grabbing, pinching, biting, strangling or any other form of behaviour causing physical injury. Physical abuse can also involve a situation where a parent or caregiver is not adequately ensuring a child or young person's safety, leading to them being placed in situations of extreme physical danger.

Sexual Abuse

Sexual abuse is when a person uses their power over a child or young person to involve them in sexual activity. Sexual abuse covers a wide range of sexual activities including both contact and non-contact situations. Contact situations can involve fondling of the child or young person's genitals, being forced to touch somebody else's genitals, masturbation, oral sex, vaginal or anal penetration by a penis, finger or other object. Non-contact abuse can involve obscene calls or remarks made in any written form. It involves exposure to pornography or being photographed for pornography.

Emotional Abuse

Emotional abuse involves a consistent attack on the child or young person's self-esteem to the extent that it is affecting the child or young person's physical, emotional, social and/or intellectual development. It can take the form of rejection, put-downs, intimidation, threats, frightening or isolating the child or young person.

Neglect

This is a situation where a child or young person's basic daily needs are not being met and this is risking their health and development. It can involve a lack of food, clothing, personal hygiene, shelter, medical treatment or appropriate supervision.

Legal requirements

XYZ Homework Club is aware of its legal and moral obligation to protect the children and young people in its care. It recognises that it could be legally liable for any abuse that may occur while a child or young person is in its care. Therefore, we are committed to keeping those individuals employed by the homework club, whether in a paid or voluntary capacity, aware of their legal obligations in relation to child protection.

Working with Children Check: Under the Working with Children Act 2005 a person who is performing 'child-related work' needs to apply for a Working with Children Check. Particularly relevant to XYZ Homework Club is section 9.3 under the Act that requires a check of all persons involved with "coaching or tuition services of any kind for children". All individuals over 18 years of age who are working in a paid or voluntary capacity with the homework club need to have a current Working with Children Check and Police Check.

Children, Youth and Families Act: In Victoria the Child, Youth and Families Act 2005 is the legislation which covers the protection of children and young people. Under Victorian law a child is regarded as being a person under 17 years of age. For more detailed information and a link to the Act see [Appendix 1](#).



TIPS FOR COORDINATORS

Legal Implications

Under the law an organisation could be held liable for negligence if abuse occurred and it had not taken the appropriate steps to prevent it. Areas in which this may be applicable are the selection and retention of paid or voluntary staff and procedures for the supervision of children and young people. For example, an organisation puts itself at risk if it hires a person that is recommended by a colleague without thoroughly checking the individual (eg. Working with Children Check, Police Check, reference checks and validating qualifications). If it turned out that the employee had a record of violence or child abuse, which could have been identified by undertaking a Working with Children Check and Police Check and then proceeded to abuse children in the organisation, then the organisation could be considered legally negligent in their selection process. This may involve the organisation being sued.

It is important for those managing Out of School Hours Learning Support Programs to be aware that they are now legally mandated to obtain a valid Working with Children Check for all staff paid or voluntary over 18 years of age. An organisation which doesn't comply with this can face penalties up to \$143,352. The fine for an individual not complying is around \$28,000.

A child safe organisation

XYZ Homework Club is committed to protecting the children and young people in its care and will promote itself as a child safe organisation in any materials published whether in hard copy or on electronic media, using the following Child Protection Statement:

XYZ Homework Club is committed to the safety and wellbeing of all children and young people accessing our service. We support the rights of the child and will act without hesitation to ensure a child-safe environment is maintained at all times. We also support the rights and wellbeing of our staff and volunteers and encourage their active participation in building and maintaining a secure environment for all participants¹.

Child/Youth Safety Officer

As a further sign of our commitment XYZ Homework Club has a designated Child/Youth Safety Officer. The Child/Youth Safety Officer is supported in this role by the Manager of XYZ Community Centre.

The Child/Youth Safety Officer for 2011 is Sara Omar, Coordinator of the XYZ Homework Club.

The Child/Youth Safety Officer must:

- Have undergone at least one day's training on child abuse and creating a child safe organisation to fulfil this role.
- Attend further training as appropriate and take proactive steps to be kept informed of developments in the field of child abuse prevention.

¹ (Childwise: 'Choose With Care: A handbook to build safer organisations for children' 2004)



- Be the first contact point for anyone involved with XYZ Homework Club who has a concern about a child or young person.
- Confidentially document minor concerns about a child or young person that could build into an overall concerning picture. Make sure any records are kept strictly confidential and include date and signature.
- Report any concerns to police or Child Protection or support a fellow staff member/volunteer who is making a report.
- Ensure all those involved with XYZ Homework Club are aware of all policies and procedures connected with the XYZ Homework Club Child Protection Policy.
- Monitor any concerning emails, messages or images on the Internet or via other technology that arise in the course of the XYZ Homework Club program.
- Proactively promote a culture at XYZ Homework Club that is a welcoming, secure and supportive environment so children and young people will feel comfortable in expressing any difficulties or concerns they may have.
- Oversee the annual review and changes to the policies and procedures connected with the XYZ Homework Club's Child Protection Policy.
- Arrange training needed in relation to child protection or protective behaviours for staff, volunteers, children or young people involved with the XYZ Homework Club.
- Coordinate follow up that may be required after a report of abuse to the police or Child Protection.
- Liaise with the Manager of XYZ Community Centre who is responsible for handling any media enquires that arise.

TIPS FOR COORDINATORS

Appointing a Child/Youth Safety Officer

For some smaller programs, the Child/Youth Safety Officer will simply be the Coordinator of the Homework Club. In that case, it is important to ensure that the responsibilities listed above are incorporated into the role.

Reporting Procedures:

XYZ Homework Club has the following guiding principles in relation to responding to concerns about a child or young person's safety and welfare. XYZ Homework Club recognises that any allegation of abuse involves:

- The right of the child /young person to be listened to, protected and supported
- The right of the child/young person and their families to have their concerns acted on
- The right of the alleged perpetrator to a fair process
- Everyone's right to privacy
- The responsibility of XYZ Homework Club to ensure all concerns are dealt with promptly and in a respectful manner.²

Procedures for all staff (paid or voluntary):

- The Child/Youth Safety Officer must be immediately informed:

² Ardoch Youth Foundation, Youth Safeguard Policy, 2007, p8



- If a child or young person is displaying signs indicating they are being abused or may have been abused. This includes when a child or young person has disclosed any information that they have been abused/neglected or that they know of another child or young person who has.
- Of any behaviour by staff (paid or voluntary), parents, visitors to the program or between children/young people and their peers that is concerning e.g. someone seeking to be alone with a particular child or group of children.
- At all times the confidentiality and privacy of those involved must be respected.
- Debrief with the Child/Youth Safety Officer as required.
- It is the responsibility of any staff member paid or voluntary who has raised a concern about a child or young person's welfare to ensure their concerns have been acted upon.

Procedures for Child/Youth Safety Officer

- Once notified of a concern the Child/Youth Safety Officer will then proceed to manage the case confidentially.
- Steps should be taken to immediately ensure the child or young person's emotional and physical safety. If appropriate the child or young person's parents or caregivers will be notified.
- If necessary, prior to formally reporting the incident, the Child/Youth Safety Officer may consult with the Department of Human Services Child Protection Unit or Childwise for advice and information.
- When a decision is being made to report to the police or the Department of Human Services Child Protection Unit, the Child/Youth Safety Officer, if feasible, will do so in consultation with the Manager of the XYZ Community Centre. Any notification must happen promptly and the child or young person's safety/welfare should be the top priority.
- The Child/Youth Safety Officer will keep confidential written documentation of any concerns raised including steps taken in follow up. All documentation should be dated and signed.
- Any support required by the child, young person, their family or staff of the XYZ Homework Club is to be arranged by the Child/Youth Safety Officer.
- If the alleged perpetrator of the abuse is a staff member (paid or voluntary) of XYZ Homework Club, the Child/Youth Safety Officer must initially remove this person from contact with the children and young people. This may include "standing down" the person until investigations are complete. Consultation with the Manager of the XYZ Community Centre needs to occur prior to the "standing down" or as soon as possible afterwards. Formal follow up in relation to a staff member being stood down is to be managed by the Manager of the XYZ Community Centre.
- Throughout the whole process the Child/Youth Safety Officer must keep the Manager of the XYZ Community Centre informed of any developments in the situation.
- The Child/Youth Safety Officer must ensure their concerns about a child or young person's welfare are being acted upon, this may mean in some circumstances reporting again to police or the Department of Human Services Child Protection Unit.

Procedures for Manager – XYZ Community Centre

- Support the Child/Youth Safety Officer and XYZ Homework Club as required.
- Is responsible for the formal follow up of a staff member being "stood down".
- Will respond to any media and external enquires to the situation.



TIPS FOR COORDINATORS

Disclosure

If a child or young person discloses abuse, the person should:

- Say they believe them
- Praise them for having shared the information
- Reassure them the abuse is not their fault.
- Inform them you will be talking to the authorities to get help for them.
- Listen carefully to what they say but do not directly question the child or young person as this will not help with future investigations by police or the Department of Human Services Child Protection Unit.
- Be very aware how distressing disclosing the information could be for the child or young person and be supportive.

If allegations involve the child or young person's parents or caregivers the Child Protection Unit or police will inform you when and how to inform the parents/caregivers.

To report abuse: contact the Police on 000 or the Department of Human Services Child Protection Crisis Service on 131278 (available 24 hours a day)

For useful child abuse information services as well as a link to information on writing factual reports see [Appendix 2](#)

Indicators of Abuse:

Refer to [Appendix 3](#) for indicators of child abuse. It should be noted that at XYZ Homework Club we consider that any child or young person who discloses any abuse or neglect should be believed.

Risk Management:

All programs and activities at the XYZ Homework Club are required to undergo regular child protection risk analysis. This will be carried out by Child/Youth Safety Officer and the Program Coordinator of the XYZ Homework. The risks are evaluated and strategies developed to minimise the likelihood of harm occurring.

Recruitment, Screening, Training and Supervision of Staff and Volunteers

XYZ Homework Club is committed to ensuring all staff and volunteers undergo comprehensive screening to create a safe environment for the children and young people accessing its services.

Recruitment Procedures

- In all advertisements and material promoting positions, the organisation's commitment to child protection and screening mechanisms should be made clear
- Written position descriptions must be developed for all positions, which include key selection criteria and promote XYZ Homework Club's commitment to child protection.
- Applicants should be encouraged to self-assess their suitability for the position and be provided with further information about the organisation and position.



- All volunteer applicants must complete a volunteer application form, which includes a requirement to provide at least one professional and one personal referee

Interview and Background Check Procedures

- **STAFF:** Applicants meeting key selection criteria will be selected for interview. Panel interviews should be conducted with behavioural and situational based questions. The organisation's commitment to child protection should be reiterated, including mention of the XYZ Homework Club Child Protection Policy and outlining of screening mechanisms.
- **VOLUNTEERS:** Face to face interviews must be conducted on prospective volunteers to understand volunteer motivations and to inform prospective volunteers about the volunteer role, program operations, screening mechanisms and compulsory training.
- Two forms of identity must be checked at volunteer and staff interviews, including one with a photograph.
- Working With Children Checks must be conducted on all staff and volunteers – receipt should be sighted before volunteers commence and volunteers must only work under direct supervision until check arrives
- Police Checks must be conducted on all staff and volunteers
- All applicants must be provided with a copy of XYZ Homework Club's Child Protection Policy.
- Two reference checks should be conducted by phone for preferred applicants (volunteer and staff) and should include verification of applicant's identity and employment history.

Procedures for Induction, Training and Supervision of Staff

- Adherence to the XYZ Homework Club Child Protection Policy is required by all staff as part of the Contract of Employment. New staff must be given a copy of the XYZ Homework Club Child Protection Policy and asked to sign a clause acknowledging they have read, understood and agreed to abide by the policy.
- During the probationary period of 3 months all new staff will be oriented in relation to:
 - understanding, recognising and responding to abuse and neglect;
 - understanding the XYZ Homework Club Child Protection Policy; and
 - other important aspects of their role related to protecting the wellbeing of children and young people
- Staff should participate in education and training programs to improve their knowledge of child protection and best practice in responding to allegations of abuse and neglect.
- Staff should be supported and supervised as positive role models to children and young people. Any concerns in relations to their suitability to work with children and young people should be addressed in the Performance Management process.

Induction, Training and Supervision of Volunteers

- As part of the induction process, XYZ Homework Club will discuss the Code of Conduct with volunteers and ensure the volunteer understands the responsibilities and boundaries of the role. The Code of Conduct includes a clause acknowledging the volunteer has read, understood and agreed to abide by the XYZ Homework Club Child Protection Policy.
- Volunteers should be trained about the XYZ Homework Club Child Protection Policy, including learning about understanding, recognising and responding to abuse and neglect.
- Volunteers should have the opportunity to participate in additional workshops and training to improve the protection of children and young people.



- Volunteers should be supported and supervised as positive role models to children and young people. Any concerns in relation to their suitability to work with children and young people should be addressed by the XYZ Homework Club coordinator, involving the Child/Youth Safety Officer, in private discussion with the relevant volunteer.
- XYZ Homework Club will evaluate the volunteer program regularly.

Child and Young People participation and empowerment

XYZ Homework Club is committed to assisting children and young people to gain skills in self protective behaviours. We are committed to the XYZ Homework Club Coordinator being trained in Protective Behaviours so they can promote this with the children, young people and staff at the Homework Club.

TIPS FOR COORDINATORS

Protective Behaviours

Protective Behaviour programs empower children and young people to be assertive and understand their rights. Such programs have been shown to assist children and young people to be less vulnerable to abuse. See contacts list in [Appendix 2](#) for more information.

As a part of the annual review of this policy XYZ Homework Club will informally consult with the children and young people using our program for their feedback.

Internet Safety

XYZ Homework Clubs recognises that the internet, mobile phones and other forms of information technology can be used as an avenue for child abuse. At the same time information technology can have a wonderfully positive, informative and creative part to play in a child or young person's education.

XYZ Homework Club works to teach children and young people of safe and respectful ways to work with information technology. During their time at XYZ Homework Club all children and young people's use of information technology is monitored and conducted in an open space.

Any indication of inappropriate activity either against a child or young person or initiated by them, in any form of media must be reported to the Child/Youth Safety Officer immediately. It is the responsibility of all members of XYZ Homework Club including students, staff (paid or voluntary) or parents to report concerns in this area.

See [Appendix 4](#) for XYZ Homework Club Information Technology code of conduct for students.

Drug and Alcohol

XYZ Homework Club recognises that the use of alcohol and drugs by staff and volunteers can impact on:

- the safety and well-being of the children and young people accessing the program
- the integrity and professionalism of the program, and



- the degree to which staff and volunteers behave as appropriate role models

As such staff and volunteers should not attend the program under the influence of alcohol or any recreational drugs. Individuals taking prescription drugs that may affect their ability to carry out their duties in a responsible and professional manner should discuss this with the XYZ Homework Club Coordinator.

XYZ Homework Club acknowledges that the use, supply and possession of recreational drugs, and the use of alcohol for people under the age of 18 is against the law. XYZ Homework Club also recognises that the use of recreational drugs and and/or alcohol can have negative impacts on a young person's physical health, and their social and emotional wellbeing. The program does not allow the possession, supply or use of drugs or alcohol to anyone on the premises or during the running of the homework club. This includes the possession of drug paraphernalia.

Code of Conduct

XYZ Homework Club seeks to clarify acceptable behaviour in order to enhance the safety and wellbeing of the children and young people accessing its program, and to protect staff, volunteers and the organisation.

The code of conduct must be explained and discussed with all new staff and volunteers, who need to read and sign the code before commencing. See [Appendix 5](#) for XYZ Homework Club's Code of Conduct.

Review and monitoring

The policies and procedures outlined in this document are to be formally reviewed at least annually in November. Feedback on the policy will be sought from: staff and volunteers; children and young people attending; and from anyone else involved with the program.

The review will assess:

- whether all parts of this policy and related procedures are being successfully adhered to and whether any alterations are necessary
- which staff member will be the Child/Youth Safety Officer for the coming year
- any training needs for the coming year
- changes or updates in information and/or law related to Child Protection

Acknowledgements:

Information contained in this resource sourced from following locations:

- Child Protection and Care, Department of Human Services, *'Responding to Child Abuse'*, 2002.
- Ardoch Youth Foundation, *'Youth Safeguard Policy'*, 2007
- Childwise: *'Choose With Care: A handbook to build safer organisations for children'*, 2004



Appendix 1 – Children, Youth and Families Act

This is the link to the Children, Youth and Families Act with sections of particular relevance to XYZ Homework Club outlined underneath:

[http://www.legislation.vic.gov.au/domino/Web_Notes/LDMS/LTObject_Store/LTObjSt1.nsf/DDE300B846EED9C7CA257616000A3571/D56F789C5C464FF7CA257761001BE1E5/\\$FILE/05-96a018.pdf](http://www.legislation.vic.gov.au/domino/Web_Notes/LDMS/LTObject_Store/LTObjSt1.nsf/DDE300B846EED9C7CA257616000A3571/D56F789C5C464FF7CA257761001BE1E5/$FILE/05-96a018.pdf)

Section 162 of the Act indicates that a child or young person is in need of protection if any of the following grounds exist –

- (a) the child has been abandoned by his or her parents and after reasonable inquiries—
 - (i) the parents cannot be found; and
 - (ii) no other suitable person can be found who is willing and able to care for the child;
 - (b) the child's parents are dead or incapacitated and there is no other suitable person willing and able to care for the child;
 - (c) the child has suffered, or is likely to suffer, significant harm as a result of physical injury and the child's parents have not protected, or are unlikely to protect, the child from harm of that type;
 - (d) the child has suffered, or is likely to suffer, significant harm as a result of sexual abuse and the child's parents have not protected, or are unlikely to protect, the child from harm of that type;
 - (e) the child has suffered, or is likely to suffer, emotional or psychological harm of such a kind that the child's emotional or intellectual development is, or is likely to be, significantly damaged and the child's parents have not protected, or are unlikely to protect, the child from harm of that type;
 - (f) the child's physical development or health has been, or is likely to be, significantly harmed and the child's parents have not provided, arranged or allowed the provision of, or are unlikely to provide, arrange or allow the provision of, basic care or effective medical, surgical or other remedial care.
- (2) For the purposes of subsections (1)(c) to (1)(f), the harm may be constituted by a single act, omission or circumstance or accumulate through a series of acts, omissions or circumstances.



Appendix 2 – Useful Child Protection information and services

A Step by Step guide to making a report to Child Protection or Child First

W: <http://web.cecv.catholic.edu.au/publications/StudentWellbeing/MandatoryReporting.pdf>

Australian Childhood Foundation:

W: <http://www.childhood.org.au/home/>

P: 03 9874 39922

Broken Rites:

W: <http://brokenrites.alphalink.com.au/>

P: 9457 4999

Childwise:

W: <http://www.childwise.net/>

P: 1800 99 10 99

Child Hope: (United Kingdom)

W: <http://www.childhope.org.uk/article.asp?id=587>

Children's Protection Society:

W: <http://www.cps.org.au/>

P: 9458 3566

Children's Welfare Association of Victoria:

W: <http://www.cwav.asn.au/Default.aspx>

P: 9614 1577

CREATE Foundation:

W: <http://www.create.org.au/>

P: 9614 0439

Department of Human Services - Child, Youth and Family:

W: <http://www.cyf.vic.gov.au/child-protection-family-services/library/abuse>

P: see <http://www.cyf.vic.gov.au/child-protection-family-services/library/contacts>

Gatehouse Centre:

W: http://www.rch.org.au/gatehouse/index.cfm?doc_id=1151

P: 9345 6391

Parent Line:

W: <http://www.education.vic.gov.au/earlychildhood/parentline/>

P: 13 22 89

Protective Behaviours Australia Inc.:

W: <http://www.pbaustralia.com/>

P: 9460 2811

Queensland Council for Adult Learning – information for writing factual reports:

W: http://www.qcal.org.au/images/tip2009_12.pdf



Appendix 3 – Indicators of child abuse

When looking at indicators of abuse, adults need to be aware that if any of the below do exist it does not automatically mean abuse is happening. This is where professional judgment is vital. It is expected that if anyone has doubts or concerns no matter how small about a child or young person, that these will be discussed as soon as possible with the Child/Youth Safety Officer.

Some indicators of Physical Abuse:

- Bruises, burns, sprains, dislocations, bites, cuts, welts.
- Symptoms indicating poisoning.
- Fractured bones
- Internal injuries
- Shaking injuries
- Evidence of strangulation
- Refuses to talk about injuries or implausible reasons given for injuries
- Wary or distrustful of adults
- Expresses little or no emotion when hurt
- Is scared of returning home or of their parents being contacted.
- Withdraws from physical contact
- Is aggressive towards others or alternately can be very passive or complaint
- Wears winter clothing that covers their arms and legs in warmer weather.
- Self destructive behaviour
- Regular “running away” incidences
- Is fearful when other children cry or shout

Some indicators of Sexual Abuse:

- Itchiness, soreness, discharge or unexplained bleeding
- Injury to genital or rectal area
- Discomfort in urinating or defecating
- Frequent urinary tract infections
- Sexually transmitted diseases
- Pregnancy in adolescence where the identity of the father is vague or secret
- Bruising and other injuries to breasts, buttocks, lower abdomen and thighs
- Torn, stained or bloodied underwear
- Difficulty walking or sitting
- Anxiety related illnesses like anorexia or bulimia
- Shows persistent and age-inappropriate sexual activity
- Very attentive to adults of a particular sex or fearful of a particular sex
- Display an unusual interest in the genitals of others
- Acting out sexual behaviour with adults, dolls or other children.
- Open displays of sexuality eg. repeated public masturbation



- Precocious knowledge of sexual matters.
- Complains of stomach or headaches
- Regressive behaviour eg bedwetting, separation anxiety
- Acting out behaviour such as aggression, lying, stealing, running away, drug or alcohol abuse, suicide attempts.
- Difficulty sleeping and nightmares
- Excessive bathing

Some indicators of Emotional Abuse:

- Delayed development in one or more areas
- Speech disorders
- High anxiety
- Low self-esteem
- Very aggressive or passive
- Difficulties in relating to adults or peers
- Inappropriate behaviour for their age eg. overly adult such as parenting other children to overly infantile eg. thumb-sucking.
- Fear in new situations
- Excessive running away or drug/alcohol abuse.
- Compulsive stealing

Some indicators of Neglect:

- Regularly tired and/ or hungry as a result may steal food or fall asleep in class
- Poor hygiene
- Low self-esteem
- Left unsupervised for long lengths of time or abandoned by parents/caregivers.
- Regularly wears clothing that is not suitable for the weather
- Medical needs that have not been attended to.
- Frequently away from school or arriving very late
- Drug or alcohol abuse
- Poor social relations or indiscriminate with affection
- Hangs around at school or other programs outside their regular hours.



Appendix 4 – XYZ Homework Club’s Information Technology Code of Conduct

At XYZ Homework Club, everyone has the right to be safe, to be treated with respect, and to feel comfortable in the learning environment, including online. These guidelines outline how to use the internet and behave online when you are at XYZ Homework Club.

Using the computers in general

I agree to be responsible and follow the rules set out below whilst using the computers:

- I will not do anything that may cause damage to computers or to the information stored on computers
- If I bring in a USB key or CD, I will give it to the coordinator first so it can be checked
- I must not install any software unless the coordinator or a tutor tells me to do so
- I must not copy or change any software or settings on the computers unless I am asked to do so by the coordinator or a tutor
- I understand that I must not copy work and hand it in as my own. I will not copy or download anything that belongs to someone else without their permission
- I will only print if given permission by the coordinator or a tutor

Using the Internet and Email

The internet and e-mail should only be used when the coordinator or a tutor has given me permission to do so. The purpose of using email during the XYZ Homework Club is to make contact with others to support learning and related projects or other school activities. As such I agree to be responsible and follow the rules set out below whilst using the internet or email:

- I will not give out any personal details, or the details of any other person on the internet, for example:
 - name
 - home address or school address
 - telephone number
 - password
 - photographs of myself or anyone else other than when given permission by the coordinator
- I will not arrange to meet anyone I have been in contact with via the internet and I will inform the coordinator immediately should anyone contact me and suggest I do so
- I will not use the internet or email to bully or cause upset to others, or make disrespectful remarks about the program, its staff, volunteers or other students
- I will not use chat rooms, news groups or instant messaging
- I will not play or download games unless given permission to do so by the coordinator
- I will not deliberately search for inappropriate materials
- If I see anything or receive any messages I do not like, I will tell the coordinator or a tutor immediately
- I will only open or send email and/or attachments when I am being supervised by the coordinator or a tutor



- I am aware that information on a web site may be inaccurate or biased and will try to verify the information using other sources, if possible, before using it
- I will respect copyright and trademarks and will not copy text or pictures from the Internet and hand it in as my own work
- I will be held responsible for my actions, my parents will be informed if I do not follow these rules and there may be serious consequences which may include no access to the network, and in extreme cases, exclusion (either for a fixed term or permanently) from the XYZ Homework Club

Using Mobile Phones

Mobile phones have become a very common way of keeping in contact, particularly with friends.

If I use a mobile phone during Homework Club, I will not:

- make a call(s) or send a message(s) or photograph(s) to bully or cause upset to other pupils, staff or parents
- use a mobile phone during the Homework Program, unless authorised by a teacher, and understand if I do so, it may be permanently removed
- I will be held responsible for my actions, my parents will be informed if I do not follow these rules and there may be serious consequences, which may include not being allowed to bring my mobile phone to the Homework Program, and in extreme cases, exclusion (either for a fixed term or permanently) from the program



Appendix 5 – Code of Conduct for Staff and Volunteers

I _____, in undertaking to work/volunteer for the XYZ Homework Club, hereby agree to:

- Support students' learning, wellbeing and participation in accordance with the aims/goals identified by the student and/or coordinator
- Attend the XYZ Homework Club at the designated times I am required. Volunteers need to commit to at least once a week for two terms.
- Notify the coordinator as early as possible if unable to attend
- To work in a supervised or public area and to notify the coordinator if there is a need to leave the area unattended
- Attend ongoing training and meetings
- Assist with documentation of student progress, as directed by coordinator
- Work co-operatively with coordinator including seeking guidance and being receptive to support and advice
- Develop positive relationships with students and behave as an appropriate role model by showing respect for students, volunteers, staff and all other people, and by engaging in friendly, positive, polite and helpful interaction
- Understand and value diversity amongst students, staff and volunteers
- Respect the rights of the students and their families to confidentiality, unless there are concerns regarding a student's wellbeing
- Report any concerns about a child or young person's wellbeing to the coordinator and to ensure these concerns are acted upon
- Read, understand and abide by the XYZ Homework Club's Child Protection Policy.
- Establish healthy boundaries and only promise what is realistic
- Exercise a duty of care at all times, using common sense and exercising reasonable caution in working with students and not placing students at risk of foreseeable harm
- Not attend the program whilst under the influence of alcohol and/or drugs
- Inform the Program Coordinator:
 - If any difficulties are experienced during an activity
 - Of any accident or injury that occurs during an activity (to tutor or a student)
 - Of any information provided by the student that may relate to mandatory reporting issues (such as abuse, domestic violence, self-harm, suicidal thoughts or intentions, homelessness, etc)
 - Of any intention to leave an activity
- Discuss areas of concern with the Program Coordinator for resolution. If the matter remains unresolved, refer the matter to the Manager of XYZ Community Centre. If the matter continues unresolved, all parties should follow the Grievance Procedure
- Avoid any inappropriate contact or conduct with students, including:
 - Touching students inappropriately (such as stroking, hugging, kissing or caressing)
 - Grabbing, pushing, smacking, punching or otherwise hitting
 - Being alone with a student (such as going to the toilet or being in a separate area alone with a student)



- Showing favouritism or developing special relationships with students (such as excluding students from a group, giving inappropriate gifts to students or unreasonably and overtly favouring a student)
- Using any internet, computer, mobile phone, PDA or other audio-visual equipment with students to access inappropriate content (such as pornography, sexually explicit pictures or messages, violent or unsuitable video games or movies)
- Not discuss the program with / devolve any program information to third parties (including media). All queries should be passed on to the XYZ Homework Club Coordinator or the Manager of XYZ Community Centre
- Be familiar with the XYZ Homework Club's rules and policies and to work in accordance with its regulations, policies, legislative and administrative requirements

I understand that it is NOT my role to:

- Discipline any students or manage their behaviour
- Meet with or contact (including by phone, email, Facebook, etc) any students outside of program activities
- Monitor the student's home life or parents' responsibilities/duties to the student
- Give personal advice, especially on matters of health, finance, relationships or legal situations
- Be involved in investigating or following up complaints relating to a student
- Displace family and extended family relationships
- Have access to the student's care or personal records or become involved in the financial affairs of the student and his/her family.

