

Child Protection Policy

Klemzig Massage & Health

Our Commitment

Klemzig Massage & Health believes that all children have the right to be treated with respect. We are committed to promoting and maintaining a child safe and child friendly environment where the safety and wellbeing of children we provide services to is protected.

Klemzig Massage & Health will always act in the best interests of the children that visit its clinic. Klemzig Massage & Health will work with children to achieve their optimal health and wellbeing by providing them with a professional massage or natural therapy treatment.

Scope of this Policy

This Child Safe Environment Policy (**Policy**) is implemented in line with obligations prescribed by the *Child Protection Act 1993 (Act)* (SA) and complies with the Child Safe Environments: Principles of Good Practice issued by the Department for Education and Child Development (**DECD Guidelines**).

This Policy sets out our commitment to maintain a child safe environment and applies to Klemzig Massage & Health, its employees, contractors, agents, workers and volunteers (**Personnel**) who are working with children on our behalf.

A child is a person who is under the age of 18 years old.

Risk Management

Klemzig Massage & Health will create and maintain a child safe environment at all times and will take steps to eliminate and prevent risk of harm to children when providing its services. This Policy sets out the procedures that Klemzig Massage & Health has put in place to prevent the risk of harm to children.

We will ensure that all Personnel are trained in their obligations to maintain a child safe environment and their obligation to report any suspicions of child neglect or abuse. All Personnel will be required to read and acknowledge that they understand this Policy and agree to comply with it and if necessary, undertake training in their obligations.

Parents and Legal Guardians

As part of Klemzig Massage & Health's strategy to prevent risk of harm to children we require a parent or legal guardian to be present in the treatment room during a treatment provided to a child. If a parent or legal guardian is not available to be present, then he or she must provide a written authority which authorises another

adult person to be present during the treatment. We will not provide treatment to children who are not accompanied by an adult.

We require the child's parent or legal guardian to complete any necessary paperwork regarding the child prior to the treatment and to sign such documentation. If these forms are not signed, we cannot provide treatment.

Child Related Employment Screening

Klemzig Massage & Health understands its obligations with respect to child related employment screening. We will take all reasonable steps to ensure that we engage suitable and appropriate Personnel to work with children.

We will require all Personnel who will work with children on our behalf to provide a criminal history assessment or to provide a compliant child related employment screening certificate prior to being engaged. We will ensure that all employment screening is undertaken in accordance with the Act and DECD Guidelines.

If a parent or legal guardian of a child has any concerns with respect to our Personnel they are invited to make a written request seeking evidence that relevant Personnel have undertaken the relevant employment screening. Klemzig Massage & Health will endeavour to comply with any requests as far as reasonably practicable.

Notification and Reporting Obligations

Klemzig Massage & Health understands its obligations with respect to mandatory notifications and reporting under the Act and guidelines published by DECD. We will ensure that all new Personnel members are trained in their responsibilities with respect to mandatory notifications.

All Klemzig Massage & Health Personnel, as mandatory notifiers, have a responsibility to notify DECD if they suspect, on reasonable grounds, that a child has been or is being abused or neglected. Personnel are required to make a notification if they form the reasonable suspicion that a child has been abused or neglected in the course of their work.

If Personnel forms a reasonable suspicion of child abuse or neglect, they must call the **Child Abuse Report Line on 13 14 78** and make a notification and statement about the possible child abuse or neglect. The Personnel may be required to provide details about the child the reasons for the suspicion and any observations.

Any Personnel who form a reasonable suspicion of child neglect or abuse will be required to advise Sarnya Moss, the Principal of Klemzig Massage & Health of all relevant information so that Sarnya can ensure that they have met their obligations.

If Personnel are not sure about whether they are required to notify or believe that their duty requires them to do more than make a notification, they are encouraged to speak with the Child Abuse Line who can advise the Personnel member about their responsibilities.

Complaints Management

If a child, parent or legal guardian wishes to make a complaint about Klemzig Massage & Health or its Personnel, they may do so. The complaint must set out who the complaint is made against and the nature of the complaint and how they expect the complaint to be resolved.

Upon receipt of a complaint, Klemzig Massage & Health will respond to the complaint in a timely manner and will endeavour to resolve the complaint where possible. A full investigation will be conducted if required.

Privacy

An individual who provides personal and/or sensitive information to Klemzig Massage & Health does so consenting to the information being collected, used and disclosed in accordance with the Australian Privacy Principles and our Privacy Policy. Our Privacy Policy can be found on our website at www.sarnya.com.au.

Review of this Policy

Klemzig Massage & Health will ensure that this Policy is reviewed from time to time and may update or amend this Policy as required without notice.