Child Safe Environments Policy

StudyNote Tuition · Tutoring for Years 7 to 12 · Adelaide, South Australia

Organisation	StudyNote Tuition (ABN 57 880 380 382)
Type	Sole trader providing coaching or tuition services for children
Responsible person	Kevin Chen, founder and registered teacher
Contact	hello@studynote.com.au
Adopted on	17 August 2026
Next review due	17 August 2029
Version	1.0
Legislation	Children and Young People (Safety) Act 2017 (SA) s 114 and s 115. Child Safety (Prohibited Persons) Act 2016 (SA). National Principles for Child Safe Organisations.

1. Our commitment

StudyNote Tuition teaches children and young people in Years 7 to 12, one to one and in small groups, in their homes, at public libraries and online. Every one of those settings puts an adult we are responsible for alone, or nearly alone, with somebody's child. This policy is how we make sure that is safe.

We are committed to the safety and wellbeing of every child and young person we teach. That commitment comes before a booking, a fee or a convenient timetable. Where anything in this policy conflicts with a commercial interest, the child's safety wins.

In practice that means four things. Every adult who teaches for us is screened before they meet a student and stays screened. Every session runs by rules a parent can see. Every concern is taken seriously and acted on. And when we suspect a child may be at risk of harm, we report it.

2. Who this policy covers

This policy applies to the founder of StudyNote Tuition and to any tutor, contractor, volunteer or work placement student engaged by StudyNote Tuition to work with children in any way, whether paid or unpaid, in person or online. In this document they are all called tutors.

It also describes what parents, guardians and students can expect from us and how they can raise a concern. A copy is available to every family we teach, and it is published on our website.

At the date of adoption StudyNote Tuition has one tutor, the founder. The sections about engaging and supervising other tutors apply from the day a second person is engaged, and nobody is engaged until they have been met in full.

3. What the law requires of us

StudyNote Tuition provides coaching or tuition services for children. Under South Australian law that is child related work, and it makes us a prescribed organisation. The obligations that follow are not optional and this policy is how we meet them.

- **A child safe environments policy.** Section 114 of the Children and Young People (Safety) Act 2017 requires us to have policies that keep children safe and that make sure our mandatory reporting obligations are met, to lodge a compliance statement with the Department of Human Services, and to produce this policy to any person we provide services to when they ask for it.
- **Working with Children Checks.** The Child Safety (Prohibited Persons) Act 2016 requires every person doing child related work, self employed people included, to hold a current Working with Children Check, and makes it an offence to work with children without one.
- **Mandatory reporting.** Where we suspect on reasonable grounds that a child or young person is, or may be, at risk of harm, we report it to the Child Abuse Report Line. Section 11 sets out how.
- **The National Principles for Child Safe Organisations.** This policy is written to align with all ten principles. Section 15 shows where each one is met.

South Australia uses the words risk of harm rather than abuse and neglect, because the threshold for reporting here is lower than in some other states. This policy uses the same words on purpose.

4. Working with Children Checks

No tutor has any contact with a student, in person or online, until StudyNote Tuition has confirmed they hold a current Working with Children Check issued by the South Australian Department of Human Services Screening Unit.

- The founder holds a current Working with Children Check and will hold one for as long as StudyNote Tuition teaches children. Teacher registration in South Australia already requires one, and we treat the two as separate obligations that are both met.
- A check is valid for five years and is renewed before it expires. The Screening Unit monitors checks continuously and can cancel one at any time. If a tutor’s check is cancelled, suspended or expires, they stop teaching for us that day.
- For any tutor we engage, we sight the check directly through the Screening Unit’s verification service before they start. Sighting an email or a screenshot is not enough. We keep a record of the check number, the expiry date and the date we verified it.
- A parent or guardian may ask for the full name and Working with Children Check unique identifier of any tutor who teaches their child, and we provide it. The Screening Unit runs a public verification service at searchregistration.workerscreening.sa.gov.au where a check can be confirmed independently.
- A Working with Children Check is a screening tool. It is not proof of good character and it is not a guarantee that a person poses no risk to children. It is one of several safeguards in this policy and we do not describe it as more than that.

5. Code of conduct

Every tutor agrees to this code in writing before their first session and again whenever it changes. Breaching it may end the engagement immediately, and where a breach may amount to harm or a risk of harm to a child, it is reported under Section 11 as well.

We always

- Treat every student with courtesy and respect, whatever their ability, background, culture, gender, sexuality, disability or family circumstance.
- Teach in a place and manner that a parent could observe at any moment without notice.
- Keep the relationship a teaching one. We are the student's tutor, not their friend, confidant or counsellor.
- Communicate about the student with the parent or guardian, and communicate with the student about their work.
- Listen when a student tells us something is wrong, take it seriously, and act on it under this policy.
- Report any suspicion that a child may be at risk of harm, and any concern about the conduct of another tutor.
- Keep the personal information we hold about students to the minimum needed to teach them, and protect it.

We never

- Are alone with a student in a closed or private space. This includes a bedroom, a locked room, a car, or a video call the parent does not know about.
- Transport a student anywhere.
- Have any physical contact with a student beyond what is unavoidable in passing. There is no teaching reason to touch a student.
- Contact a student privately by phone, text, email, social media, gaming platform or any other channel. All contact goes through, or is visible to, the parent or guardian.
- Photograph, film or record a student, or a session, without the written consent of the parent and the knowledge of the student.
- Give a student gifts, money or favours, or accept them beyond a card or a small token at the end of a year.
- Use language, humour, images or material that is sexualised, discriminatory, threatening or otherwise inappropriate for a child of that age.
- Discuss our own personal life, relationships or problems with a student, or ask about theirs beyond what is needed to teach them well.
- Teach while affected by alcohol or drugs, or smoke or vape in a session.
- Ignore, minimise or promise to keep secret a disclosure of harm.

6. Sessions in a student's home

Most of our sessions run in the student's home. That is a private space we do not control, so the rules for it are firm and they are set out for parents before the first booking.

- A parent or another responsible adult nominated by the parent must be at home for the whole session. If nobody is home when the tutor arrives, the tutor does not enter and the session does not run.
- The session runs in an open, shared part of the home such as a kitchen table, dining room or living area, with the door open. It never runs in a bedroom, and never in a room with the door closed.
- The tutor carries a phone, keeps it on, and carries photo identification and their Working with Children Check number.
- The tutor does not transport the student, does not take the student outside the home during a session, and does not supervise siblings.
- If at any point the session cannot continue safely, for the student or for the tutor, the tutor ends it, leaves, and tells the parent and StudyNote Tuition the same day.

These rules mirror the Protective Practices published by the Teachers Registration Board of South Australia and the Australian Tutoring Association's code for in home tutoring. Where the founder is teaching, they apply as a registered teacher's professional obligations as well as under this policy.

7. Sessions at libraries and other public places

Sessions at a public library or a similar public venue run in the open study areas, never in a bookable private room with the door closed and never in a part of the building the public cannot see. Where a library offers only closed rooms, we choose a room with a glass wall or leave the door open. Parents are told where the session will run and may stay for any part of it. The tutor does not meet or leave a student anywhere other than the agreed spot inside the venue.

8. Online sessions

Online sessions are the same session by other means, and the same rules apply, translated to a screen.

- The parent knows the session is happening, when, and on which platform, and holds the joining details.
- The student joins from an open, shared part of the home, not from a bedroom, and a parent may sit in at any time.
- The tutor's camera is on and the tutor is visible for the whole session. Backgrounds are neutral.
- We do not record sessions by default. If a recording would help a particular student, we ask the parent in writing first, tell the student, and say at the start of the session that it is being recorded. Recordings are kept only as long as they are useful, are never shared, and are deleted on request.
- The tutor uses only the agreed platform and the account the parent has been given. No private messaging channels are opened with a student.

- The tutor never asks a student to share their screen, camera or files beyond the work being taught.

9. Communication with students and families

Scheduling, payment, progress and any concern are discussed with the parent or guardian. Students are spoken to about their work. Where a student over 16 wants to arrange sessions themselves, we still copy the parent on anything about timing, money or conduct.

Tutors do not connect with students on personal social media, do not follow or friend them, and do not accept requests from them. Where a group message is used for a small group class, the parents of every student in it are included.

10. Recognising risk of harm

Harm to a child can be physical, sexual, emotional or psychological, and it includes neglect. It can come from an adult or from another child. It can happen at home, at school, online, or in a tutoring session. Tutors are in a good position to notice it, because they see the same student every week in a setting where the student may feel able to talk.

Signs that a child may be at risk of harm include changes in behaviour or mood, unexplained injuries, fear of a particular person or of going home, talk of self harm, sexualised behaviour or knowledge beyond their age, disclosure of harm by the child or another person, or a tutor's own gut feeling that something is wrong. Nobody is required to be certain. Suspicion on reasonable grounds is enough, and the law asks for exactly that.

If a student tells a tutor something that suggests they may be at risk of harm, the tutor listens, stays calm, does not ask leading questions, does not promise to keep it secret, tells the student they were right to speak, and reports it under Section 11 as soon as possible. The tutor does not investigate, does not confront anyone, and does not tell the person the concern is about.

11. Mandatory reporting

StudyNote Tuition operates as a mandated notifier. The founder is a registered teacher and holds that obligation in their own right. Every tutor engaged by StudyNote Tuition is treated as holding it too, and is inducted on this section before their first session.

When to report. When you suspect on reasonable grounds that a child or young person is, or may be, at risk of harm. You do not need proof and you do not need to be sure. You do not need permission from StudyNote Tuition, the parent or anyone else, and nobody at StudyNote Tuition may tell you not to report.

How to report.

1. **If a child is in immediate danger, call 000.**

2. Otherwise, call the Child Abuse Report Line (CARL) on **13 14 78**, which runs 24 hours a day, or make an online report through eCARL at reportchildabuse.families.sa.gov.au. eCARL is for concerns that are not urgent.
3. Give what you know: the child's name and where they live if you know it, what you saw or heard, when, and why it concerns you. If you do not know something, say so.
4. Write down what you reported, when, the reference number if you were given one, and what CARL said. Keep that record securely and give a copy to StudyNote Tuition. Do not put it in a shared file or a group message.
5. Tell the founder that a report has been made, unless the founder is the person the concern is about, in which case Section 12 applies.

After a report. A tutor who has reported in good faith is protected by law from civil and professional consequences for having done so, and their identity is protected. StudyNote Tuition supports any tutor who reports and does not question their judgement for having done it.

Training. The founder holds a current Responding to Risks of Harm, Abuse and Neglect (RRHAN-EC) certificate through their teaching registration and keeps it current. Every tutor completes RRHAN-EC or an equivalent child safe environments course approved by the Department of Human Services before their first session, and refreshes it at least every three years. Certificates are kept on file.

12. Concerns and complaints about us

A concern about how a session was run, how a tutor behaved, or anything else about StudyNote Tuition can be raised at any time by a parent, a student, another tutor or anyone else. Raising a concern never affects a student's place with us.

How to raise it

- Email hello@studynote.com.au. A student can tell their tutor, their parent, or write to us directly.
- If the concern is about the founder, or you would rather not raise it with us, you can go straight to the Department of Human Services on 1300 321 592, to Consumer and Business Services SA on 131 882, or to South Australia Police. If it involves harm or risk of harm to a child, use CARL on 13 14 78.

What we do

1. We acknowledge the concern within two business days and say who is handling it.
2. If it suggests a child may be at risk of harm, we report under Section 11 first and take any immediate step needed to keep the student safe, such as pausing the tutor's sessions, before doing anything else.
3. We look into it, speak with the people involved, and keep the person who raised it informed.
4. We give a written outcome within ten business days, saying what we found and what we have done. If it takes longer, we say why and when.

5. We record the concern, what we did, and what changed as a result, and we look at whether this policy needs to change.

Complaints are handled by the founder. Where the complaint is about the founder, the founder does not handle it. The person raising it is directed to the external bodies above, and any tutor engagement decisions that turn on the outcome are put on hold until an outside body has considered it.

13. Engaging tutors

StudyNote Tuition may engage other tutors as it grows. Nobody teaches for us until every step below is complete, and the founder personally completes them.

1. Identity is confirmed against photo identification.
2. A current Working with Children Check is verified through the Screening Unit's service and recorded, as Section 4 requires.
3. Qualifications and experience in the subject and year level are checked against original documents or the issuing body, not a CV.
4. At least one referee who has seen the person work with children or young people is spoken to directly, and asked directly whether they have any concern about the person working with children.
5. The person completes RRHAN-EC or an approved equivalent, reads this policy, and signs the code of conduct in Section 5.
6. The first sessions are with a family who has been told the tutor is new to us, and the founder checks in with the family after each of them.

Every tutor is told, in writing, who to report a concern about a child to and who to report a concern about StudyNote Tuition or the founder to. Anyone can end their engagement with us at any time by saying so, and we may end it at any time where a child's safety is in question, without needing to prove anything first.

14. Students, families and equity

Students are told what to expect

At the first session every student is told, in words that suit their age, what the rules for the session are, that their tutor will never ask them to keep a secret, and who to tell if anything about a session makes them uncomfortable. Their views on how sessions run are asked for and taken seriously. A student who does not want to continue with a particular tutor does not have to give a reason.

Families are informed and involved

Every family receives this policy before or at the first booking. Parents are told who is teaching their child by name before anything is booked, may sit in on any session, and are told plainly how to raise a concern. Progress is reported to parents regularly so nothing about the sessions is a black box.

Equity and diverse needs

Every student is entitled to the same safety, whoever they are. Where a student has a disability, we adjust how a session runs so that the safeguards in this policy still work for them and are not a barrier. Where a student is from a culturally or linguistically diverse background, we ask the family what respect looks like for them and act on it.

For Aboriginal and Torres Strait Islander students, we recognise that cultural safety is part of child safety. We ask the family how we can teach in a way that respects the student's culture and identity, we do not make assumptions, and we welcome the involvement of family and community in the student's learning. When the Children and Young People (Safety and Support) Act 2025 commences, this section will be expanded to meet its cultural safety requirements in full.

15. How this policy meets the National Principles

No.	National Principle	Where it is met
1	Child safety and wellbeing is embedded in organisational leadership, governance and culture.	Sections 1, 2, 3, 16
2	Children and young people are informed about their rights, participate in decisions affecting them and are taken seriously.	Sections 10, 12, 14
3	Families and communities are informed and involved in promoting child safety and wellbeing.	Sections 6, 8, 9, 14, 17
4	Equity is upheld and diverse needs respected in policy and practice.	Section 14
5	People working with children and young people are suitable and supported to reflect child safety and wellbeing values in practice.	Sections 4, 5, 13
6	Processes to respond to complaints and concerns are child focused.	Sections 10, 12
7	Staff and volunteers are equipped with the knowledge, skills and awareness to keep children and young people safe through ongoing education and training.	Sections 11, 13
8	Physical and online environments promote safety and wellbeing while minimising the opportunity for children and young people to be harmed.	Sections 6, 7, 8
9	Implementation of the national child safe principles is regularly reviewed and improved.	Section 18
10	Policies and procedures document how the organisation is safe for children and young people.	This document, Sections 16, 17

16. Records and privacy

We keep the records this policy requires: Working with Children Check verifications and expiry dates for every tutor, signed codes of conduct, training certificates, records of concerns and complaints and what

was done about them, and records of any mandatory report. They are kept securely, on an encrypted and password protected device or in an email account with two factor authentication, and only the founder has access to them.

Records of a mandatory report or a complaint about a child's safety are kept for at least seven years, because they may be needed by an investigation or an inquiry long after the event. Everything else about how we handle personal information is in our privacy policy at studynote.com.au/privacy/, and this policy does not change any of it.

17. How this policy is communicated

- It is published on our website, and any person we provide services to can ask for a copy at any time and receive one.
- Every family receives it before or at the first booking, and is told when it changes.
- Every tutor reads it and signs the code of conduct before their first session, and again whenever it changes.
- Every student is told the parts that concern them, in words that suit their age, at their first session.

18. Review

This policy is reviewed at least every three years, which is inside the five year maximum the Act sets, and sooner whenever the law changes, whenever a concern or complaint shows a gap in it, whenever StudyNote Tuition starts a new kind of service, and whenever a tutor is first engaged. Each review checks it against the National Principles and against the Department of Human Services' current guidance.

Whenever this policy is materially changed, a new child safe environments compliance statement is lodged with the Department of Human Services, as the Act requires, and every current family and tutor is told what changed.

19. Key contacts

A child in immediate danger	**Emergency 000**
Child Abuse Report Line (CARL), 24 hours	**13 14 78**
eCARL online reporting, non urgent	**reportchildabuse.families.sa.gov.au**
DHS Screening Unit (Working with Children Checks)	**1300 321 592**
DHS Child Safe Environments team	**dhs.childsafe@sa.gov.au**
Consumer and Business Services SA	**131 882**
StudyNote Tuition	**hello@studynote.com.au**

Adoption

This policy was adopted by StudyNote Tuition on the date below and takes effect from that date.

Name	Kevin Chen
Role	Founder, StudyNote Tuition (sole trader, ABN 57 880 380 382)
Signature	
Date	17 August 2026
Compliance statement lodged	17 August 2026 (DHS receipt CSEC-0000122)

Version history

Version	Date	Change
1.0	17 August 2026	First adopted.