



LinguaKidz

Discover a world of fun
with languages



Terms and Conditions

Code of Conduct

LinguaKidz reserves the right to send children home from holiday camps who do not follow our code of conduct. The code of conduct is explained at the beginning of the camp event and rules and expectations are made clear for behaviour throughout the camp. LinguaKidz expects children to respect fellow participants, staff and property. Discrimination on the grounds of a person's age, race, sex, gender, sexuality, physical or intellectual disability, or religion will not be tolerated. Students deemed to be exhibiting inappropriate or disruptive behaviour may be removed or suspended from the group and/or camp.

Working with Children

LinguaKidz is committed to providing a safe environment for all campers and staff. This policy enables LinguaKidz to meet the legislative requirements of the various Australian States & Territories as they relate to employees/contractors or students who are likely to engage in direct-contact activities with children throughout the period of their employment or experience with LinguaKidz.

Scope

The Working with Children requirements apply to all:

- a. prospective employees whose role may require direct contact with a child.
- b. persons involved in any event where direct contact with a child may be necessary or required.

State and Territory Legislative Requirements

There is no single national system setting out the requirements for obtaining a Working with Children Check (WWC Check) or its equivalent. Each State and Territory has their own legislative requirements (except Tasmania) and it is necessary to fulfil the requirements in the jurisdiction in which you are

working or operating in. As legislative requirements may change from time to time, it is important that employees/contractors and franchisees remain abreast of such developments, and ensure their continued compliance with the applicable requirements.

Related Legislation

QLD – Commission for Children and Young People and Child Guardian Act 2000

Requirements

- a. All employment within LinguaKidz include instances requiring the work with or instruction of children. As such, a successful WWC Check (or its equivalent) is a condition of employment, ownership or any form of involvement at these events and must be submitted to LinguaKidz for the period of any employment/involvement within any LinguaKidz activities.
- b. Any employee or volunteer who is not able to produce or maintain a successful WWC Check will not be permitted to have any involvement within LinguaKidz that requires them to be able to work with or instruction of children. In these instances, the individual is unable to meet the requirements for employment with LinguaKidz.
- c. If an individual is found to have misled LinguaKidz regarding their WWC Check status (i.e. using falsified documents to claim legal ability to work with children when this is not the case), they may be terminated immediately.

Employee Requirements

- a. As all roles within LinguaKidz involve students and children who may be under the age of 18, it is a condition of employment that those who are working in a role involving any form of contact in an instructional capacity or in roles specified by this policy must successfully

undergo a Working with Children Check (WWC Check) or its equivalent as per legislative requirements.

- b. All offers of employment for roles of this nature will be offered subject to those individuals obtaining a WWC Check. It is the responsibility of the prospective employee/contractor to apply for their WWC Check and cover the cost prior to commencement of their employment.
- c. Upon commencement, evidence of application or proof of a successful check must be produced to the camp manager. Evidence of completed checks must be produced prior to the employee commencing duties involving unsupervised contact with students. In instances where an application has been made but the completed check has not been received, employees must be supervised during face-to-face contact with students under 18 years of age.
- d. All employees must advise LinguaKidz of any change to the status of their WWC Check as soon as possible. Failure to adhere to the applicable requirements may be considered misconduct and may result in disciplinary action. If an employee/contractor is found to have misled LinguaKidz regarding their WWC Check status (e.g. using falsified documents), this may result in immediate termination of contract.

Exemptions

Persons under the age of 18 are not subject to the Working with Children requirements however they are still required to conduct themselves having regard to the safety of all children.

Note: If that person turns 18 during the period of their employment/studies, then they must make application at the soonest practicable date once they turn 18. They will not be permitted to undertake unsupervised activities with children until a successful WWC Check is supplied.

Child Protection

LinguaKidz is committed to protecting children attending our events and any other children with whom our staff come into direct contact with. LinguaKidz strives to provide a child safe environment at all times and this policy aims to provide certainty about what are acceptable standards of behaviour when working with

children. This policy will support all staff to work in a way that supports the safety, welfare and wellbeing of children at all times.

All employees and volunteers of LinguaKidz must abide by this Code of Conduct:

1. Commit to conduct themselves as a positive role model to children.
2. Read, understand and comply with organisational policy and guidelines around the safety of children as outlined in the LinguaKidz Policies
3. Follow relevant local, state and national laws pertaining to working with children, including reportable conduct obligations and mandatory reporting requirements.
4. Be respectful of children's rights, background, culture and beliefs as set out in the UN Convention on the Rights of the Child.
5. Ensure adequate supervision of children as defined by the Education and Care National Laws and Regulations.
6. Safeguard children at all times and not place a child at risk of abuse or condone behaviour of children which is unsafe.
7. Treat all children with respect and act in a way that does not show unfair differential treatment, or favour particular children to the exclusion of others.
8. Avoid one-on-one situations with children, by ensuring that there is always another staff member or other children present. If an unavoidable situation arises then communicate with other staff about the situation.
9. Always act in the best interest of children and avoid any unnecessary or potentially harmful physical contact with children, unless necessary for their safety and wellbeing. Physical contact is required on occasions, however LinguaKidz will not allow children to sit on laps, and will encourage children to carry out tasks of a personal nature (such as toileting and dressing) for themselves.
10. Not physically punish a child and ensure that any restraint of a child is only used for protecting the child or another person from physical harm, and conforms to industry and

agency standards regarding the use of restraint with children.

11. Use appropriate language for the age and understanding of the child and avoid confusing or age-inappropriate discussions with sexual, discriminatory or violent references.
12. Avoid any actions or words intended to threaten, intimidate, shame, humiliate, belittle, embarrass or degrade children.
13. Maintain professional and courteous relationships with children and their families which do not exploit or abuse position.
14. Wherever possible turn off personal communication devices and not use them whilst supervising children, unless previously approved or in an emergency situation.
15. Only photograph children appropriately for the circumstances and with the necessary consent of the child and his/her parents/guardians.
16. Not expose children to inappropriate imagery, including on age-inappropriate websites, for any reason.
17. Use social media appropriately and not engage in social networking with any children who have attended events under the age of 16 or their siblings.
18. Be aware of, and act on, any specific health issues with children in our care, particularly any medical and dietary specifications.
19. Give medication to children in accordance with the medication policy and as detailed by the Education and care National Laws and regulations.
20. Not attend work affected by illegal drugs or alcohol, consume them whilst at any event or supply them to children in our care.
21. Not attend work adversely affected by prescription medication which might cause harm to any children in our care.
22. Not smoke whilst on duty.
23. Declare all secondary work that involves children who attend LinguaKidz events (e.g. babysitting) and any out of work contact with children and their families met through the workplace.

24. Report any concerning staff conduct towards children or any suspected risk of harm to a child to the Camp Manager or a LinguaKidz Director.
25. Ensure that any breaches of this code of conduct will be reported to the Camp Manager or LinguaKidz Director.

First Aid

First Aid facilities must be provided at all LinguaKidz events for the welfare and safety of children attending and those at the workplace.

First aiders should hold nationally recognised Statement/s of Attainment issued by a Registered Training Organisation (RTO) for the nationally endorsed first aid unit/s of competency.

Each camp manager must always be accredited in First Aid and camp facilitators are encouraged to also hold a First Aid accreditation.

All LinguaKidz events will be considered low risk and as such the First Aid Code of Practice provides the following guidelines:

- one first aider for 10 to 50 people on site (staff, students and others e.g. volunteers)
- two first aiders for 51 to 100, and an additional first aider for every additional 100 on site.

First Aiders should:

1. provide initial management of injuries and illness. Ongoing care should be provided by a medical practitioner/ambulance service.
2. recommend and maintain contents of first aid kits and first aid rooms/areas
3. ensure all first aid kits are fully stocked with all items "in date" and readily accessible at all times
4. maintain currency of certification:
5. first aid certificates are only valid for a determined period, usually one year.
6. the validity of some first aid certificates may be subject to specific requirements (e.g. refresher courses or evidence of proficiency in cardiopulmonary resuscitation every 12 months).
7. certification should be renewed prior to expiry.
8. be made aware of specific hazards, the associated injuries or illnesses, and the first aid

required for such injuries and/or illnesses for any children highlight the potential risks on their registration forms

Parent Communication

Reasons for contacting a parent/guardian:

1. Injuries – if a child is injured in any way it is imperative a parent/guardian is contacted immediately.
2. Behavioural Issues – for the welfare and enjoyment of staff and the other campers, if a child has been repeatedly spoken to for poor behaviour we will endeavour to contact the parent or guardian, explaining the behaviour is not to the standard we expect at LinguaKidz and asking them to come and pick up their child. The fees paid for the camp will not be refunded if the child has been asked to leave for inappropriate behaviour.

Bullying

LinguaKidz is committed to providing an environment that is free from bullying. We understand that bullying has the potential to result in significant negative consequences for an individual's health and wellbeing, and we regard bullying in all forms as unacceptable at our events.

Bullying is characterised by repeated, unreasonable behaviour directed at a child, or group of children, that creates a risk to health and safety. Bullying behaviour is that which a reasonable person in the circumstances would expect to victimise, humiliate, undermine, threaten, degrade, offend or intimidate a person. Bullying behaviour can include actions of an individual or group. LinguaKidz is the sole determinant of behaviour that constitutes bullying.

Picking up and dropping off children

LinguaKidz is committed to providing a safe environment for the participation of children and young people. Part of this is ensuring that children and young people are not left alone after any of our events. We will not permit any child to leave any event without the supervision of a parent or guardian.

LinguaKidz will advise parents/guardians and children of the time and location of all events and when they can expect to drop off and collect their children. LinguaKidz staff will arrive before scheduled event commencement times. We will maintain a register of parent/guardian emergency contact numbers and ensure camp managers have access to a phone. We ensure that if parents/guardians are late, directors and/or facilitators will try to make contact with them and ensure more than one staff member remains with the child until he/she is picked up.

We ask parents to pick up your children on time or make other arrangements. Inform the camp manager about any changes in arrangements for picking up your child.

LinguaKidz reserves the right to pass on staffing costs if staff are required to stay with children in excess of 15 minutes after event pick up times.

Refunds and Cancellations

1. LinguaKidz reserves the right to cancel any event due to insufficient numbers up to 1 week prior to the scheduled camp commencement date, in which case a full refund will be given.
2. All refunds and cancellation fees are at the sole discretion of LinguaKidz Directors.
3. In the event of a government mandated lockdown due to COVID-19, all fees will be refunded.
4. In the event of a child being sick, a change of date to a future camp event will be arranged if prior to the commencement of the camp. Refunds may be issued at the discretion of LinguaKidz Directors. Transfers will be accommodated as long as there is room in the camp. If your child is visibly sick or has a high temperature on a day of the camp, please keep your child at home.

Parental Consent

By completing the registration form as the parent or legal guardian of the child named, I hereby give my full consent and approval for my child to participate in the LinguaKidz designated event.