CHILD PROTECTION AND CHILD SAFETY POLICY

Short-Term Study Tours and Summer Camp Programs (Under 18 Students)

1. Policy Statement

The Lan-Grove Office Training Centre Pty Ltd trading as The Sydney Business and Travel Academy, SBTA Culinary Institute, SBTA Community Care and The Sydney English Language Academy collectively known as "The Academy" is committed to providing a safe, supportive and child-safe environment for all students under the age of 18 participating in short-term study tours and summer camp programs delivered in Queensland and New South Wales.

SBTA recognises that children and young people have a fundamental right to be protected from abuse, neglect, exploitation and harm. The Academy has zero tolerance for child abuse and is committed to preventing, identifying and responding to child safety risks in all aspects of its operations.

This policy applies to non-accredited short-term programs delivered to students holding Visitor Visa (Subclass 600). As these students are not enrolled under CRICOS and are not Student Visa holders, National Code Standard 5 and CAAW arrangements do not apply. However, The Academy remains fully bound by state child protection legislation and common law duty of care obligations.

2. Legislative Framework

SBTA complies with all relevant child protection and child safety legislation in the jurisdictions in which it operates.

Queensland (Brisbane and Gold Coast programs)

The Academy complies with:
- Child Protection Act 1999 (QLD)
- Working with Children (Risk Management and Screening) Act 2000 (QLD)
- Child Safe Organisations Act 2024 (QLD)
- Queensland Blue Card system requirements

New South Wales (Sydney programs)

The Academy complies with:
- Children and Young Persons (Care and Protection) Act 1998 (NSW)
- Child Protection (Working with Children) Act 2012 (NSW)
- Children's Guardian Act 2019 (NSW)
- NSW Child Safe Standards

The Academy also acknowledges its common law duty of care to take reasonable steps to protect students from foreseeable harm.

3. Scope of Application

This policy applies to:

- All employees of The Academy (permanent, casual and temporary)
- Trainers and assessors
- Administrative staff
- Excursion supervisors
- Volunteers
- Contractors
- Third-party service providers involved in supervision
- Hotel operators, homestay providers, host families and other accommodation partners involved in the care or supervision of minors, to the extent relevant to their role and contractual arrangements.

This policy applies to all students under 18 years of age participating in The Academy's short-term programs, whether or not their parents are present in Australia.

4. Child Safety Principles

The Academy adopts the following child safety principles:

1. The safety and wellbeing of the child is paramount.
2. All children, regardless of nationality, gender, culture or background, have equal rights to protection.
3. Cultural sensitivity is essential when working with international minors.
4. Staff are accountable for maintaining professional boundaries.
5. Any suspicion or allegation of harm must be taken seriously and acted upon immediately.

5. Recruitment, Screening and Staff Eligibility

SBTA ensures that all adults engaged in child-related work are appropriately screened prior to commencement.

Queensland Programs
All staff engaged in child-related work in QLD must hold a current and valid Blue Card issued under the Working with Children (Risk Management and Screening) Act 2000.

New South Wales Programs
All staff engaged in child-related work in NSW must hold a current and verified NSW Working With Children Check (WWCC) clearance.
The Academy maintains:

- A Blue Card register (QLD)
- A WWCC register (NSW)
- Clearance verification records
- Criminal history declaration forms
- Signed Code of Conduct documentation

Before any person commences child-related duties, The Academy must verify and document the applicable NSW Working with Children Check or Queensland Blue Card requirements, including any lawful exemptions. Where a clearance is required, the person must not commence the relevant duties until all applicable legal requirements have been satisfied.

6. Staff Code of Conduct and Professional Boundaries

All staff must maintain appropriate professional boundaries when interacting with minors.
Staff must not:

- Engage in one-on-one unsupervised meetings in enclosed private spaces
- Exchange personal phone numbers or private social media contact details

- Communicate with students via personal social media accounts
- Provide gifts of significant value
- Engage in inappropriate physical contact
- Transport a student alone in a private vehicle without written authorisation

All interactions must remain professional, transparent and observable where possible.

7. Supervision Requirements

SBTA recognises that appropriate supervision is a key child safety control.
Minimum Supervision Ratios

Ages 12–17: minimum	1 adult to 10 students 2 adults to 20 students

For mixed age groups, the stricter ratio applies.

Supervision must include:
- Head counts before departure and upon return from excursions
- Designated group leaders
- Buddy system for all excursions
- Clear meeting points during city activities
- Defined curfew times in hotel accommodation
- Night supervision check procedures

Supervision responsibilities must be documented daily.

8. Accommodation and Welfare Arrangements (Hotel-Based)

The Academy recognises that students under 18 may reside in hotels, homestays or other approved accommodation during short-term study tours.

Academy-Arranged Accommodation
Where accommodation is arranged directly by The Academy or through a contracted accommodation provider, The Academy will ensure that appropriate written agreements, safeguarding arrangements, accommodation suitability checks, supervision responsibilities and emergency procedures are established before placement.

The Academy will monitor student welfare in accordance with its Homestay Screening, Approval and Monitoring Policy, Hotel Supervision Procedure where applicable, and other relevant child safety requirements.

Partner-Arranged Accommodation
Where accommodation is arranged by an overseas school, authorised tour organiser or external homestay provider as part of an Academy-endorsed program, responsibilities for screening, accommodation approval, supervision, welfare monitoring and emergency response must be documented and verified before students are placed.

The Academy will retain responsibility for its own legal and contractual obligations and will respond appropriately to any child safety or welfare concerns reported to it.

Independently Arranged Accommodation
Where accommodation is independently arranged by parents or legal guardians, and is not organised, approved or managed by The Academy, routine accommodation supervision remains the responsibility of the designated responsible adult under the agreed arrangements, subject to applicable law.

The Academy will maintain emergency contact details and respond appropriately to urgent child safety or welfare concerns brought to its attention.

Parent/Guardian Consent and Emergency Information
Before program commencement, The Academy must obtain relevant parent/guardian consent, emergency contact information, medical treatment authority and details of the designated responsible adult.

The Academy will maintain its 24-hour emergency contact arrangements throughout the program.

9. Excursion Risk Management

All excursions must undergo documented risk assessment prior to approval.

Risk assessments must identify:
- Location hazards (crowds, transport, weather)
- Supervision ratios
- Medical needs
- Communication methods
- Emergency meeting points

At least one supervising staff member must hold current First Aid certification.
Students must receive a safety briefing prior to each excursion.
Incident reports must be completed for any injury, behavioural issue or safety concern.

10. Reporting Child Safety Concerns

Queensland Reporting
Staff must take immediate protective action where child abuse, neglect, exploitation or serious harm is suspected. Reports must be made to Queensland Police, Child Safety or other relevant authorities as required by the circumstances and applicable law.

Where The Academy is subject to the Queensland Reportable Conduct Scheme, allegations involving reportable conduct by workers must also be managed and notified in accordance with the Child Safe Organisations Act 2024 and applicable reporting deadlines.

New South Wales Reporting
Where there are reasonable grounds to suspect that a child is at risk of significant harm, a report must be made to the NSW Department of Communities and Justice where required by law. Allegations involving staff or other workers must also be assessed against the NSW Reportable Conduct Scheme. Where The Academy is a relevant entity under that scheme, the required notifications must be made to the NSW Office of the Children's Guardian within the applicable statutory timeframe.

General Reporting Requirements
Staff must not delay emergency assistance or legally required notifications while awaiting internal management approval. Child safety concerns, actions taken, notifications and follow-up measures must be documented securely and promptly.

11. Missing Student Procedure

Where a student under 18 is missing or cannot be accounted for:

1. Immediately confirm the student's absence and last known location.
2. Notify the Lead Supervisor and Program Coordinator without delay.

3. Check the immediate area and contact relevant staff, accommodation providers or designated responsible adults while maintaining supervision of other students.
4. Attempt to contact the student directly where appropriate.
5. Contact Police immediately where there is concern for the student's safety or welfare. There is no mandatory waiting period before reporting a missing child.
6. Notify the Chief Executive Officer and parent/legal guardian promptly, taking account of the student's safety and any instructions from authorities.
7. Document all actions, communications, decisions and follow-up measures.

Staff must not delay contacting Police merely to complete internal searches or notifications.

12. Emergency Response

In any emergency:
• Call 000
• Provide first aid
• Notify CEO immediately
• Notify parents/guardians
• Complete Critical Incident Report

A post-incident review must be conducted.

13. Training and Awareness

All staff involved in under-18 programs must complete:
• Child protection induction
• Emergency response briefing
• Excursion supervision briefing
• Cultural awareness training

Training records must be maintained.

14. Breach of Policy

Any breach of this policy may result in:
• Immediate removal from duties
• Internal investigation
• Termination of employment
• Mandatory reporting to authorities

15. Policy Review

This policy will be reviewed annually or earlier if:
• Legislative changes occur
• A critical incident occurs
• Compliance review identifies risk

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Version Control Table

Version No.	Author	Date developed/ updated	Approved by & date:	Effective date	Summary of changes
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