MA99 Education Pty Ltd
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# Statement of Commitment to Child Safety

## 1. Our commitment

MA99 Education Pty Ltd (**MA99**) is committed to the safety, wellbeing and empowerment of every child and young person we work with. We have zero tolerance for child abuse in any form. Every concern is taken seriously and acted on, without exception.

## 2. Why this matters to us

MA99 provides one to one academic coaching to children and young people, online, in the family home or at our Sydney office. Families trust us with their children, and that trust is the foundation of everything we do.

The safety and best interests of a child come before every other consideration at MA99, including results, schedules and commercial interests. When there is any doubt, we act to protect the child.

## 3. What we commit to

a. **Putting children first.** The safety and best interests of children guide every decision we make, from who we engage to how a lesson is run.

b. **Engaging only suitable people.** Every coach holds a NSW Working With Children Check that MA99 has verified and recorded before their profile is shown to any family and before any lesson. We also check identity, qualifications and references.

c. **Setting clear standards of behaviour.** Our Child Safe Code of Conduct sets out what every person engaged by MA99 will and will not do, and every one of them signs it before working with children.

d. **Keeping communication open and visible.** Coaches contact students only in scheduled lessons and in the MA99 Family Portal, where the Director and the child's parent can see every message and no message can be deleted. There is no private contact between a coach and a child.

e. **Listening to children.** Children have the right to be heard, respected and taken seriously. We make sure every student knows how to raise a concern, and we ask for their views on their experience with us.

f. **Working in partnership with families.** We keep parents and carers informed, and we welcome their questions and concerns.

g. **Keeping lesson spaces safe.** Lessons in the family home take place in an open area with a parent or carer at home, lessons at our office take place in a visible room, and online lessons take place only on the platform MA99 sets up.

h. **Including every child.** We respect and include every child, whatever their cultural background, language, ability, gender, sexuality or circumstances. We recognise the particular importance of

cultural safety for Aboriginal and Torres Strait Islander children, and we make reasonable adjustments for children with disability.

i. **Responding to every concern.** We act quickly and fairly on every concern or complaint, and we report to the proper authorities whenever the law requires it or a child may be at risk.

j. **Reporting risk of harm.** Everyone MA99 engages to teach children is treated as a mandatory reporter under NSW law, and reports any reasonable suspicion that a child is at risk of significant harm to the NSW Child Protection Helpline on 132 111.

k. **Training and supporting our people.** Everyone engaged by MA99 is inducted and trained to recognise and respond to risks to children.

l. **Improving continually.** We review how we keep children safe at least once a year, after any incident, and whenever the law changes.

## 4. Our framework

MA99 has adopted the ten NSW Child Safe Standards, set out in the *Children's Guardian Act 2019* (NSW), as the framework for how we operate, and we align our practice with the National Principles for Child Safe Organisations. We do this because it is the right standard for a practice that works one to one with children, not because a regulator requires it of us.

## 5. For students

You have the right to feel safe and respected in every lesson and in every message. Your coach is there to help you learn, and there are clear rules about what they can and cannot do.

If anything makes you feel unsafe or uncomfortable, including something a coach says or does, you can tell your parent, any adult you trust, or MA99 directly. You will be listened to, and you will never be in trouble for speaking up. You can also talk to Kids Helpline on 1800 55 1800, free, at any time of the day or night.

## 6. How to raise a concern

| **If** | **Contact** |
|---|---|
| A child is in immediate danger | 000 (Police and Ambulance) |
| You have a concern about a child's safety, or about anyone engaged by MA99 | The MA99 Director, Edward Ma: edward@ma99education.com |
| Your concern is about the Director | The NSW Child Protection Helpline on 132 111, or the Office of the Children's Guardian on 02 8219 3600 |
| You think a child is at risk of significant harm | NSW Child Protection Helpline: 132 111 (24 hours, every day) |
| You are a young person who wants to talk to someone | Kids Helpline: 1800 55 1800 (24 hours, every day) |

Our Complaint Handling Policy and Procedure and our Child Safe Policy are available from MA99 on request.

## 7. The MA99 child safe policy set

This Statement is one of six documents that together make up the MA99 child safe policy set, and should be read with the others.

| Document | What it covers |
|---|---|
| Statement of Commitment to Child Safety (this document) | Our public promise and the principles behind everything below |
| Child Safe Policy | How MA99 meets the ten NSW Child Safe Standards, and how to recognise and report a concern |
| Child Safe Code of Conduct | The behaviour expected of every person engaged by MA99 |
| Complaint Handling Policy and Procedure | How anyone can raise a complaint, and how MA99 responds |
| Human Resources Policy | How MA99 recruits, screens, inducts, trains, supervises and manages its people |
| Risk Management Plan | The child safety risks in MA99's work and the controls that manage them |

## Endorsed by

Signed for and on behalf of MA99 Education Pty Ltd.



Signature

**Edward Ma**
Director, MA99 Education Pty Ltd
edward@ma99education.com