

# CHILD SAFE POLICY

We want children of the host family and young people who participate in our cultural exchange program to have a safe and happy experience. We support and respect our host families, au pairs and team members. Smartaupairs is a member of the Cultural Au Pair Association of Australia (CAPAA) and guided by the CAPAA Child-safe Policy.



## Introduction

Our policy guides host families, au pairs and team members on how to behave in our program and our organisation. The policy focusses on how we can promote kids' and au pairs' participation in our organisation and make it safer for them.

## Support kids' participation

The children in our program are rarely in contact with Smartaupairs. However, kids are heard through their au pair or host parents when we make decisions, especially about matters that will directly affect them.

## Support host families

1. We promote respect, fairness and consideration for all host families.
2. All host families are provided with a template to create an au pair manual for their family. Families are encouraged to include Child-safe information in their family handbook and verbal training.
3. All new au pairs will receive a copy of the family hand book explaining child-safe policies.

## Support Au pairs

1. We promote respect, fairness and consideration for all au pairs.
2. All au pairs are provided with a Smartaupairs Au Pair Training manual and a family handbook. Both contain basic Child-safe information.

## Recruitment

Our organisation will maintain a rigorous and consistent recruitment, screening and selection process.

- All au pair applicants must provide a Police check from their own country, a medical check and at least 2 references. Au pairs must apply for a (NSW) WWCC on arrival.
- All host families must provide a Police check and 2 references and take part in a telephone consultation with a trained team member.

## Review

- The policy and guidelines will be reviewed every two years and incorporate comments and suggestions from host families, au pairs and team members.

## Dealing with complaints

Any complaint or concerns received regarding child safety will be investigated and noted on the relevant personal profile. Any serious concerns are communicated to Nicole Kofkin and may be escalated to relevant authorities.

## Communication

We hold regular conversations with our team members. Child safety concerns are reported to Nicole Kofkin immediately.

Our terms now include a statement that Smartaupairs' child safe policy is available on request.

Our resource page for host families and au pairs now includes the Smartaupairs' child safe policy and a link to the Childwise 'What is Child Abuse' resource.

<http://childwise.blob.core.windows.net/assets/uploads/files/ChildAbusePoster.pdf>

