



Zenly Child Safe Handbook

Version 1 – 26/07/25

Introduction

Welcome to the **Zenly Child Safe Handbook**.

At Zenly, we prioritise the safety and well-being of children in all our services, events, and interactions. This handbook outlines our policies, procedures, and practices to ensure that we provide a safe and supportive environment for all children and young people who are part of our community.

Our Commitment to Child Safety

Zenly is committed to the safety, protection, and well-being of children and young people. We recognise the importance of providing a secure environment where children feel safe, respected, and empowered. We adhere to the highest standards of child safety, following the legislation and guidelines set by the relevant authorities, including the Office of the Children's Guardian (OCG).

Key Principles of Our Child Safe Approach

1. **Zero Tolerance for Child Abuse**

We uphold a zero-tolerance policy for any form of child abuse, including physical, emotional, and sexual abuse.

2. **Inclusivity and Diversity**

We believe that every child, regardless of their background or abilities, deserves to feel safe, supported, and valued. Our services are designed to be inclusive and welcoming for all children.

3. **Child Empowerment**

We encourage children to express their views, concerns, and needs. Their voices matter, and we take every step to ensure they feel heard and respected.

4. **Privacy and Confidentiality**

We are committed to protecting the privacy and confidentiality of all children and families involved in our services. We handle all personal and sensitive information in accordance with the Privacy Act 1988 and other relevant legislation.

Governance and Oversight

Zenly's governance structure ensures child safety is a priority in all aspects of our operations. We have established clear responsibilities and accountability measures for child safety, and we regularly review and update our practices to ensure compliance with relevant laws and standards.

Child Safety Officer

Zenly has a designated Child Safety Officer who oversees the implementation of child safety practices and procedures. They serve as the primary point of contact for any child safety concerns and provide ongoing support to staff and volunteers.

Our Child Safety Officer is Suhaniya Chelliah (she/her) hello@zenly.com.au.

How We Promote Child Safety

1. **Visible and Accessible Information**

We display child safety posters and provide easy-to-understand fact sheets to help our community understand how to report any concerns related to child safety.

2. **Regular Communication and Updates**

We regularly communicate child safety information through social media, email newsletters, and community events, ensuring that families, staff, and young people are always informed about their rights and responsibilities.

3. **Ongoing Training and Support**

We provide training opportunities for staff, volunteers, and mentors to help them understand child safety protocols, including mandatory internal briefings and access to free eLearning modules.

4. **Child-Friendly Resources**

We create resources such as posters, conversation starters, and activities that help children understand their rights, boundaries, and who to talk to if they feel unsafe.

Child Safety Reporting Policy

At Zenly, we take all reports of child safety concerns seriously and have established clear procedures for reporting, investigating, and responding to any allegations or incidents involving children.

How to Report a Concern

We encourage anyone—whether staff, volunteers, children, or family members—to report any concerns related to child safety. You can make a report in the following ways:

- **In person:** Speak to any staff member or Child Safety Officer.
 - **Via email:** Contact us directly at hello@zenly.com.au.
 - **Phone:** Call Sarah Frank directly 0426471988.
 - **Anonymous reporting:** We provide an anonymous reporting system for individuals who wish to remain confidential via form zenly.com.au/childsafety.
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What Happens After a Report is Made

Once a report is made, the following steps will occur:

1. **Acknowledgement of the report**

We will acknowledge the receipt of the report and ensure that the individual making the report knows their concern is being taken seriously.

2. **Initial review and risk assessment**

A risk assessment will be conducted to understand the immediate impact and safety needs of the child. If necessary, the child will be separated from the environment where the concern was raised.

3. **Investigation**

Our designated Child Safety Officer (Suhaniya Chelliah) will carry out a thorough investigation, following the relevant legislative requirements. We may also engage external authorities such as the police, the Department of Communities and Justice (DCJ), or the Office of the Children's Guardian (OCG).

4. **Outcome and actions**

If an allegation is substantiated, appropriate action will be taken. This could include changes to policies, training for staff, or other measures to prevent further harm. If required, we will take legal action or report the matter to the appropriate authorities.

Support for Those Involved

We are committed to providing support for both the child making the report and any other individuals involved. This could include:

- **Counselling services**

Access to confidential counselling and support services for children, families, and staff.

- **Regular updates**

We will keep the individual making the report informed of the investigation's progress, ensuring transparency in the process.

- **Clear outcomes**

Once the investigation is complete, clear outcomes will be communicated to all relevant parties.

Child Safety Recruitment, Induction, and Training

We are committed to ensuring that anyone working with children at Zenly is suitable, qualified, and aware of their responsibilities related to child safety.

Recruitment

Zenly follows a thorough recruitment process to ensure that all staff, volunteers, and mentors are suitable to work with children. This includes:

- **Mandatory Working with Children Checks**
All individuals in child-related roles must have a current and valid Working with Children Check (WWCC). This check is verified before employment commences and regularly updated.
 - **References**
We ask for professional references and conduct interviews to assess each applicant's suitability to work with children.
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Induction

New staff and volunteers undergo a comprehensive induction program that includes:

- **Child Safety Training**
All new recruits are required to complete child safety training, which covers our policies, procedures, and responsibilities regarding child protection.
 - **Code of Conduct**
Recruits are introduced to our Child Safe Code of Conduct, which sets out expected behaviours for staff and volunteers.
 - **Onboarding Resources**
New recruits receive a child safety handbook and other resources to help them understand their role in maintaining a child-safe environment.
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Ongoing Training

At Zenly, we recognise that child safety is an ongoing process. Therefore, staff and volunteers will receive regular updates and additional training, including:

- **Child Safety Refresher Courses**
Ongoing professional development to ensure that everyone remains knowledgeable about child safety standards and reporting procedures.
- **Specialist Training**
Depending on the role, staff may undergo further training, such as trauma-informed care or specific safety protocols related to events or activities.
- **Monthly Monday Check-Ins**

Child Safe Risk Management Plan

Zenly is committed to providing a safe environment for children and young people by identifying and managing risks associated with the activities, services, and spaces we provide. This plan sets out the steps we take to assess, manage, and reduce risks related to child safety.

Purpose of the Risk Management Plan

The purpose of this plan is to:

- Identify potential risks to children's safety in relation to activities, environments, and staff interactions.
 - Take steps to reduce and manage these risks effectively.
 - Regularly review and update the plan to reflect changes in the environment, services, or risks.
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Risk Assessment Process

To ensure that we are proactive in preventing harm, Zenly undertakes regular risk assessments. The process includes:

- **Identifying hazards**
We assess all activities and settings where children are involved, identifying any potential risks or hazards.
 - **Evaluating the likelihood and impact of risks**
Each identified risk is evaluated based on its likelihood and potential impact on children's safety and wellbeing.
 - **Implementing control measures**
We implement control measures to reduce or eliminate risks, which may include adjusting policies, changing environments, or providing additional supervision or training.
 - **Ongoing monitoring and review**
All risks and control measures are reviewed regularly, with updates and changes made as necessary.
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Risk Management Strategies

Below is a sample of some of the risks we have identified and the strategies in place to manage them:

Setting/ Activity	Identified Risk	Likeli -hood	Conseq u-ences	Risk Rating	Strategies to Manage Risk	Progress/ Review
Toilets	In public area, via laneway, loud and bright.	Likely	Moderat e to Severe	High	Children only go to bathrooms with staff. Signage in place for cars to slow down. Optional Zenly ear muffs or their own headphones, hats, sunglasses to help with sensory overwhelm.	Regular monitoring
Social Media	Inappropriate content shared, bullying, etc.	Possible	Major	High	No unauthorised use of children in photos -with parental approval only, Use authorised channels of communication only, no direct chats with children via any avenue, all comms through parents only. No tolerance for bullying onsite or online.	Policy review quarterly
First Aid Area	Visibility blocked	Likely	Minor	High	Ensure first aid kit location is known, with signage and is fully stocked at all times.	Ongoing review of kit placement

Kitchen Area (behind bar)	Injury from hot surfaces (kettle) or sharp objects (scissors)	Possible	Severe	Very High	Encourage no access to behind the bar, and only under supervision.	Regular safety audits
Private Transport	Unsupervised child with an adult	Low	Severe	Medium	Kids wear Hi Res vests when being walked from school to Zenly. Clear guidelines about behavioral expectations. Lowest risk path. Clear pick up instructions for parents and systems for covers.	Ongoing monitoring

Monitoring and Review of Risk Management

We assign responsibility for managing child safety risks to a designated Child Safety Officer, who ensures that all risks are regularly reviewed, and control measures are updated. Risk assessments are reviewed on an annual basis or immediately if an incident occurs or new risks are identified.

Incident Response and Reporting

In the event of an incident, Zenly follows a clear protocol for responding to and reporting incidents involving children:

- **Immediate action**

If a child is at risk, immediate action will be taken to ensure their safety, including separating them from any potential harm and offering first aid if necessary.

- **Incident report**

All incidents will be documented using our Incident Report Form, which captures the details of the incident, actions taken, and outcomes.

- **Notification**

If required, we will notify the relevant authorities, including the Office of the Children's Guardian (OCG), DCJ, or the police, depending on the nature and severity of the incident.

- **Review and improvement**

After an incident, a debrief will occur to review the circumstances and assess how the risk management strategies can be improved to prevent future incidents.

Communication and Engagement with the Community

Zenly is committed to keeping our community informed about child safety matters and encouraging engagement. To ensure the community is aware of our child safety practices, we:

- **Display child safety information**

Posters and resources are displayed at our locations to inform staff, parents, and children about child safety practices, reporting processes, and their rights.

- **Provide regular updates**

We send out regular reminders through social media, email newsletters, and community meetings about child safety policies and procedures.

- **Encourage feedback**

We invite feedback from our community regarding our child safety practices, ensuring that everyone has a voice in the ongoing improvement of our policies and procedures.

Child Safe Recruitment, Induction, and Training Policy

Purpose of this Policy

The aim of this policy is to ensure that all staff and volunteers at Zenly, responsible for the recruitment, induction, and training of those in child-related roles, uphold our child safety values. This policy outlines the processes we follow for recruiting and training staff, ensuring they meet our child safety standards.

Who the Policy is For

This policy applies to all staff involved in the recruitment of staff or volunteers for roles involving direct interaction with children. The child safety recruitment, induction, and training procedures outlined in this policy must be followed by all relevant personnel, including those hiring for:

- Supervising children
 - Being alone with children in unmonitored settings
 - Engaging in activities with children away from the usual setting
 - Having access to children's confidential or personal information
 - Transporting children
 - Any other form of unmonitored contact with children
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Processes for Child Safe Recruitment

1. Advertise the Child Safety Commitment

All job advertisements will explicitly communicate Zenly's commitment to child safety. Candidates are informed from the outset that Zenly upholds children's rights and takes child safety seriously. Additionally, all applicants for child-related roles are required to have a cleared Working with Children Check (WWCC).

2. Check References

Each candidate must provide details for two referees, ideally one from their most recent professional role. References must confirm whether the candidate is fit to work with children. If a candidate has never worked before or is recently out of school, character references may be considered, but professional references should be prioritized. Referees will be asked if they have any concerns about the applicant working with children.

3. Verify Working with Children Check (WWCC)

In New South Wales, all adult workers in child-related work, whether paid or unpaid, must have a cleared WWCC. Zenly ensures that all potential staff or volunteers have a valid WWCC before they begin working with children. The verification process is completed by checking the WWCC status on the OCG website. Zenly keeps records of all staff WWCC details, including verification dates, numbers, and expiration dates.

4. Monitor and Renew WWCC

Zenly regularly monitors and reminds staff to renew their WWCC before expiration (up to three months in advance). If any staff member's WWCC is barred or expired, they will be removed from child-related duties.

5. Volunteer Screening

Volunteers must also undergo a WWCC check before starting any child-related work at Zenly. If a formal interview is not possible, volunteers must complete a child-safe questionnaire to describe their values and understanding of child safety. A reference from a previous employer or community leader will also be requested.

What to Do if We are Notified a Worker is Barred from Working with Children

If Zenly is notified that a staff member or volunteer has been barred from working with children by the OCG, the following steps will be taken:

- **Immediate action:** The staff member or volunteer will be removed from all child-related duties immediately.
 - **Notification:** Zenly will respond promptly and accurately to OCG requests, ensuring that no barred individual continues to work with children.
 - **Recordkeeping:** A record of the actions taken will be kept confidential, shared only with necessary parties within the organization.
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Child Safe Induction Process

At Zenly, we understand that ensuring a new staff member or volunteer is fit to work with children is an ongoing process. Therefore, the induction for new recruits includes:

- **Overview of child safety policies**
New recruits are introduced to Zenly's Child Safe Code of Conduct, Reporting Policy, and Risk Management Plan. They will also be informed about their child safety reporting obligations and how to identify and raise child safety concerns.
 - **Premises tour**
New recruits will be given a tour of Zenly's premises, with a focus on physical risks and areas of concern (such as bathrooms, kitchens, or any areas where children might be unsupervised).
 - **Child safety training**
New recruits will complete mandatory child safety training during their induction, which includes a review of child protection policies and procedures.
 - **Monitoring and supervision**
New recruits will be closely monitored and provided with ongoing supervision and feedback as they become familiar with their role.
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Child Safe Training

All staff and volunteers must complete Zenly's onboarding process, which includes training on child safety policies. In addition, Zenly encourages all staff to take advantage of external child safety training, such as the free modules provided by the Office of the Children's Guardian (OCG).

Ongoing Professional Development

Zenly provides staff and volunteers with ongoing opportunities to develop and maintain their child safety knowledge and skills. This includes regular briefings, external training opportunities, and resources to help them stay up-to-date with best practices in child safety.

Child Safe Risk Management Plan

Purpose of the Plan

The goal of this plan is to:

1. Identify and assess environmental risks to children's safety related to the services and activities Zenly provides.
2. Implement strategies to reduce these risks and children's exposure to harm or abuse.

These risks are dynamic and can change over time based on the activities, services, or physical spaces provided. The plan will be reviewed and updated regularly to reflect changes or new risks.

Nature of Zenly's Services and Settings

Zenly offers neuro-affirming, trauma-informed services such as fitness classes, support groups, programs, and activities for children and people. The majority of our activities take place at:

Zenly's Studio Address:

Studio 8, 1-7 Unwins Bridge Road
St Peters, NSW 2044

Responsibility for the Risk Management Plan

Sarah Frank is responsible for ensuring that the risk management strategies are implemented and monitored effectively. Suhaniya Chelliah will review the risk management plan at regular intervals to assess its ongoing effectiveness.

It is the responsibility of everyone within Zenly to stay alert to any risks to children's safety, raise concerns, and contribute to a child-safe environment as described in this policy.

Risk Assessment Matrix

The risk assessment matrix helps determine the overall level of risk for a given situation. The likelihood and consequences of the risk are evaluated, and the appropriate risk rating is applied.

Likelihood	Insignificant Impact	Minor Impact	Moderate Impact	Major Impact	Severe Impact
Almost Certain	Medium	High	Very High	Very High	Very High
Likely	Medium	High	Very High	Very High	Very High
Possible	Low	Medium	High	Very High	Very High
Unlikely	Low	Low	Medium	Medium	High
Rare	Low	Low	Low	Low	Medium

Risk Management Plan

This section outlines the identified risks within Zenly's settings and the strategies to mitigate those risks.

Risk Areas and Strategies

Setting/ Activity	Identified Risk	Likeli- hood	Conse- quence	Risk Rating	Strategies to Manage Risk	Progress/ Review
Toilets	In a public area, via laneway, loud and bright.	Likely	Moderate to Severe	High	Children only go to bathrooms with staff. Signage in place for cars to slow down. Optional	Regular monitoring

					Zenly ear muffs or their own headphones, hats, sunglasses to help with sensory overwhelm.	
Social Media	Inappropriate content shared, bullying, etc.	Possible	Major	High	No unauthorised use of children in photos -with parental approval only, Use authorised channels of communication only, no direct chats with children via any avenue, all comms through parents only. No tolerance for bullying onsite or online.	Policy review quarterly
Mixed-Age Groups	Inappropriate peer-to-peer behavior or power imbalance	Almost Certain	Moderate	Very High	Educate older kids about role modeling. Work on boundary scripts.	Regular check-ins on behavior dynamics.
Online Communications	Private one-on-one messages between adults and children	Unlikely	Minor	Low	Only essential communications via email to parent/carer only.	Clear guidelines in Code of Conduct.

Transport to Zenly from school	Cars, rain, wind, dogs.	Certain	Severe	High	Hi-vis vests worn by kids, lowest risk routes taken, staff on high alert, kids code of conduct communicated to children; safe behaviours expected.	Extra training if required.
Staff/Ment or Burnout	Compromised judgment or lowered thresholds	Possible	Minor	Medium	Regular monitoring for signs of burnout and offering support.	Check-ins with staff, feedback channels in place.
Drop-off Child	Child left unsupervised or vulnerable	Possible	Major	High	Communication with the community regarding single alternative contact, door to door supervision of children from cars to inside Zenly.	Reminders to parents.
Personal Relationships	Blurred boundaries (babysitting without transparency)	Possible	Moderate	High	Specified in Code of Conduct, policy shared regularly.	Community awareness campaigns and social media updates.
People in Zenly Pink Room	Attending Chapter One Counselling	Certain	Major	High	Door to Zenly locked, Chapter One Counselling to escort clients from outside into	Staff highly trained and clear on boundaries, kids

	office, or a 5:15pm class.				their office directly, all Zen Club kids who remain at Zenly are supervised in the fort from 5pm on Wednesdays.	understand the importance of protection here.
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Review Date

This Risk Management Plan was completed on **1/08/25**. It will be reviewed by Sarah Frank and Suhaniya Chelliah on **1/08/26**, or sooner if:

- Any incidents involving children occur.
- Changes to Zenly's physical or online spaces or communications are made.
- New activities or services involving children are introduced.

Publication, Communication, and Engagement

At Zenly, we are committed to ensuring that our community is informed about child safety. We make our policies and procedures transparent and accessible, so that everyone can stay informed and engaged.

Accessibility of Child Safe Documents

Zenly's **Child Safe Policy** and other related documents can be found on our website at: <https://zenly.com.au/childsafety>

Engagement and Communication with the Community

We regularly send out reminders to our community about our child safe documents. This helps ensure everyone is familiar with our policies and their role in maintaining a child-safe environment. Additionally, we invite feedback when one of our child safety documents is up for review or when updates are made.

Child Safety Handbook Review Process

Zenly conducts a review of our **Zenly Child Safe Handbook** annually. This review includes:

- Gathering input from staff and volunteers.
- Engaging with the community for feedback on the effectiveness of our policies.
- Updating the handbook to reflect any changes to procedures, legislation, or community needs.

Staff and Volunteer Involvement

When the **Zenly Child Safe Handbook** is being reviewed, all staff and volunteers are informed about the review process. They are invited to provide their feedback and contribute suggestions for improvements. Updates to the handbook will be communicated to everyone in the organisation.

Acknowledgment of Child Safe Handbook

Each staff member and volunteer must acknowledge they have received, read, and understood this **Child Safe Handbook**. This is done through the onboarding process and upon any updates to the document. This ensures that everyone is aware of their responsibilities regarding child safety and that they are familiar with the policies in place.

Next Steps for Improving Child Safety

Zenly continually strives to improve the safety and wellbeing of children and young people in our community. Our ongoing actions include:

- Conducting regular training for staff and volunteers to ensure they are well-informed about child safety protocols and expectations.
 - Reviewing risk management strategies to ensure they remain effective in mitigating potential risks.
 - Continuing to engage with our community through open communication about child safety policies, seeking feedback, and responding to concerns promptly.
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Review and Update Date

This version of the **Zenly Child Safe Handbook** was last updated on **1/08/25** and will be reviewed again on **1/08/26**.