Early Learning Commission

Child safe guide for parents and carers

As a parent or carer, it's important to understand what a child safe service looks like throughout your child's early childhood education and care (ECEC) journey.

Child safe organisations value every child and their rights to safety and wellbeing are respected and upheld. An ECEC service that is child safe will have established rules to make sure that children in their care are kept safe from physical, sexual and psychological ill-treatment, neglect and harm.

A child safe service will have:

- ☑ implemented the **Child Safe Standards** and can demonstrate how they have embedded child safety in their day-to-day practices
- ☑ **child safe policies, procedures and Code of Conduct** that can be shared with parents and carers when asked
- ☑ all staff maintain a verified **Working with Children Check**
- ☑ **regular, ongoing training** for staff and volunteers on child safe practices and appropriate behaviour with children
- ☑ clear processes and procedures for handling concerns and complaints.

Let's talk child safety

Questions to ask your child's service

A service should welcome questions and want to demonstrate that they put children's health, safety and wellbeing first. All services in NSW are required to display their compliance and quality history as well as provide a copy to anyone who requests it.

Here are some questions you can ask to learn about your service's child safe practices.

- Are families provided the opportunity to be involved in the service including **shared decision-making** about their child's learning and wellbeing?
- What supervision plans do you have in place to ensure children are **supervised effectively**?
- How do you prioritise child safety during your **recruitment and induction of new staff?**
- Are there natural and **clear lines of sight across all indoor and outdoor areas** to ensure visibility and accessibility of other staff and children?
- How do you **regularly communicate with families** about your commitment and approach to child safety?
- How has your service implemented the **restriction on the use of personal devices**?
- What information do you provide to families around the **roles, responsibilities and skills of staff**, including what to expect from staff at the service and timely communication of staff changes?
- Are children of **all cultures and abilities** welcomed and celebrated?

Where to from here?

How to spot a child safe organisation
Office of the Children's Guardian (nsw.gov.au)

What does a quality early learning service look like?
StartingBlocks.gov.au

If you need an interpreter, you can access telephone interpreters any time through **Translating and Interpreting Service National by phoning 131 450** (24 hours, every day of the year). This allows you to speak with us with the assistance of an interpreter in a language of your choosing.