

Child Safety & Wellbeing

Guide for families



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TABLE OF CONTENTS

INTRODUCTION TO THE GUIDE	3
WHAT A CHILD SAFE SERVICE LOOKS LIKE.....	4
CHILD SAFE LEARNING ACTIVITIES.....	6
CHILD SAFE POLICY	7
CHILD SAFE RESOURCES	8

INTRODUCTION TO THE GUIDE

Our **Child Safe and Wellbeing Guide** supports families to understand how we create a child-safe, connection-led environment at Seeds Early Learning Centres (Seeds). It explains what you can expect from us and how we work with families to support every child's safety, wellbeing, and sense of belonging. This includes the "**Universal Principle**" about creating environments that make Aboriginal and Torres Strait Islander people feel culturally safe.

Families help keep children safe by sharing relevant information with the Centre, letting us know about absences, and raising any questions or concerns. The following documents and resources are available in the Centre and included in enrolment and/or welcome packs, our website and via the Parent Hub in Story Park.

- **Seeds Resources**
 - Parent Child Safe and Wellbeing Guide
 - Child Safe Policy

- **Government Resources**
 - Child Safe Standards
 - Statement of Shared Commitment
 - National Principles for Child Safe Organisation

Our Commitment

As a child-safe organisation, we are committed to Australia's national principles for children's safety and wellbeing. Drawn from the work of the Royal Commission, Australia's Children's Commissioners and Guardians and the 2005 National Framework for Creating Safe Environments for Children, the National Principles are underpinned by a child-rights approach to build capacity and to deliver child safety and wellbeing in organisations, families and communities.

At Seeds, we believe that connection is the foundation of safety and learning. We are committed to creating a child safe environment where the safety wellbeing and rights of every child comes first. It is long proven that children flourish when they feel deeply connected — to their educators, their peers, and their families. When children feel seen, known, valued, and emotionally secure, they are better able to learn, explore, and grow and most importantly confide in the safe adults around them.

We are committed to creating environments where children feel safe, respected, and supported, and where their voices and feelings are genuinely heard. Our child-first approach is grounded in rigorous staff recruitment, ongoing educator child safe and wellbeing training, as well as embedding strong relationships that nurture wellbeing, build trust, and protect children's right to feel secure and confident every day.

It is important to note that at Seeds we recognise that some children may not yet have the words, confidence or readiness to share big feelings. For this reason, our educators are trained to notice changes in behaviour, emotions and interactions, hence children are supported even when they are unable to express concerns themselves.

WHAT A CHILD SAFE SERVICE LOOKS LIKE

Clear and Accessible Policies

- Our child safety policies, procedures and Code of Conduct are easy to access and openly shared with families on Story Park and in our office administration areas. Transparency supports trust and strengthens connection.

National Safety Standards embedded

- We have clear expectations and guidelines for educators and staff in regard to following the National Child Safe Standards. These standards guide how we build safe, supportive environments and strong, trusting relationships with children and families.

Trusted and Well-Supported Educators

- All of our educators hold current Working with Children Checks and undergo thorough screening through the government screening portals on NQIATS. Our recruitment, retention and reward programs for educators support our desire to retain well trained high quality staff. In particular our educator recruitment process is rigorous and involves Managers and owners to ensure we hire the very best educators. Ongoing group training and individual staff training programs and mentors ensure we support our educators so we can ensure continuity of care. Consistent safe educators mean children are cared for by people they know, trust and feel safe with.

On-going Learning and Development

- Our educators participate in regular training in child protection, wellbeing and safe practice. Continuous learning supports confident, informed responses and strengthens relationships with children.

A Culture of Belonging

- We welcome and support children of all cultures, abilities and backgrounds. Every child deserves to feel seen, valued and connected. This includes the “Universal Principle” about creating environments that make Aboriginal and Torres Strait Islander people feel culturally safe which broadly means welcome, safe, valued and respected.

Open and Respectful Communication

- Families have clear, accessible ways to share questions or concerns. Our grievance and complaints procedures are available in our foyers for families to know who to contact and how to contact. Open communication helps us work in partnership and respond promptly and respectfully.

Leadership That Advocates For Children

- Our Centre Support Manager is a qualified early childhood teacher with a master's degree in counselling and education, and more than 30 years' experience in leadership roles. Our leadership team actively promotes child safety and wellbeing and models respectful, transparent, and connected relationships. Educator training and performance appraisals are grounded in accountability and self-reflection. At Seeds, we believe high expectations support best practice—so children feel safe, supported, and confident to grow.

CHILD SAFE LEARNING ACTIVITIES

The following information outlines the activities your child may participate in as part of our wellbeing and child-safety program to promote child safe learning.

1. **Annual Life Ed incursion:** Each year we host the wonderful educators and trainers from Life Ed, who deliver their Early Years Learning Program to the children. This program includes three interactive modules designed to encourage healthy lifestyles for children aged 3–5. Topics may include screen safety, body safety, consent, health and wellbeing, nutrition, sleep, and screen time.
2. **Songs and messages:** Your child may take part in songs and discussions about healthy boundaries, including the right to say “no”.
3. **Group time learning:** Your child may participate in group sessions where educators read books about body safety and talk about safe boundaries, consent, and trusting safe grown-ups.
4. **Activities and reflection:** Your child may take part in activities that encourage them to identify safe grown-ups, such as talking about them or drawing pictures.

CHILD SAFE POLICY

Our **Child Safe Policy** explains how we create and maintain a child-safe environment at Seeds, including our expectations for educator conduct, supervision, safe boundaries, and how concerns are responded to.

You can access our Child Safe Policy:

- in the Centre
- in your enrolment and/or welcome packs
- anytime via the Parent Hub in Story Park.

CHILD SAFE RESOURCES

This section provides helpful links and contact numbers to support families in maintaining a child-safe environment—at home, in the community, and in any child-related service. It includes resources for both Queensland and New South Wales families.

Centre Visit Checklist

Families play an important role in child safety. When visiting any child-related organisation, a simple checklist can help you identify child-safe practice and guide the questions you may want to ask.

Useful checklists for families:

- **Queensland:** [Checklist \(Qld\)](#)
- **New South Wales:** [Checklist \(NSW\)](#)

Helplines and Support

Child protection related issues are confronting for many people. If you need support the following services are available:

- **Lifeline** is a 24/7 telephone counselling and referral service across a range of support areas. Phone 13 11 14.
- **Blue Knot** supports adult survivors of childhood trauma and abuse, parents, partners, family and friends. Phone 1300 657 380.
- **Kids Helpline** offers telephone and online counselling service for children and young people aged between 5 and 25 years. Phone 1800 551 800.
- **WellMob** provides a safe online place made by and for Aboriginal and Torres Strait Islander peoples, bringing together wellbeing resources that are culturally relevant.
- **Child Safety Services (QLD – After Hours):** 1800 177 135
- **Police (Emergency):** 000
- **DVConnect (Womenline / Mensline):** 1800 811 811 / 1800 600 636
- **Sexual Assault Line:** 1800 010 120

Government Guidelines

For state-based information on child safe requirements and family resources, please use the government links below for Queensland and New South Wales.

- **Child Safe Standards**
[Qld Standards](#)
[NSW Standards](#)
- **National Principles for Child Safe Organisation**
[National Principles](#)
- **Code of Ethics**
[Code of Ethics \(Qld\)](#)
[Code of Ethics \(NSW\)](#)