

2-P31: Child Safe Organisation Principles and Standards Procedure

Responsible	Nominated Supervisor, Centre Team		
Accountable 1	Chief Operating Officer	Accountable 2	Nominated Supervisor
Consulted	Compliance Team, Policy Committee, Operations		
Informed	All staff, students, volunteers, families		

Policy Statement

The objective of this policy is to articulate Affinity Education Group's commitment to child safety by complying with National Principles of Child Safe Organisations and state-based Child Safe Standards.

Affinity Education has a legal and ethical responsibility to provide safe environments and practices for all children. Under the UNCRC, children have a right to be protected and be provided with safe environments and care practices.

The National Principles of Child Safe Organisations, along with state-based Child Safe Standards clearly outline 'that a child safe organisation is one that creates a culture, adopts strategies and takes action to promote the wellbeing and prevent harm to children and young people.' Aust. Human Rights Commission (2020).

The steps outlined in this document assist educators and families to understand and follow legislative requirements and safe care practices to provide a child safe environment for all children in the service. The strategies outlined to protect children apply to all children and young people enrolled and present in our centres including vulnerable and at-risk children, Aboriginal and Torres Strait Islander children, children from linguistically and culturally diverse backgrounds and children with disabilities and individual needs.

This policy and procedure apply to all AEG centre-based employees and volunteers as well as Centre Support employees, executive team and board members.

Affinity's Commitment to Child Safety

At Affinity, we believe that child safety is everyone's responsibility. We are committed to upholding the safety, rights and wellbeing of all children and promote a culture of child safety with a zero tolerance approach to child abuse and harm.

Affinity ensures the Paramountcy Principle is applied in all aspects of our work. All decisions and actions related to the operation and delivery of education and care services must prioritise children's safety, rights and best interests above all other considerations.

Procedure Strategies: Part A – National Principles for Child Safe Organisations

The National Principles for Child Safe Organisations (the Principles) are a set of 10 national principles to protect and safeguard children in any child-related organisation. As an early childhood provider, AEG is committed to complying with the Principles. Some states and territories apply the principles as 10 state-based Child Safe Standards (and 11 Child Safe Standards in Victoria – see Part B) that child-related organisations must commit to.

The Principles

Principle One: Child safety and wellbeing is embedded in organisational leadership, governance and culture.

- All levels of AEG leadership are committed to and advocate for the safety and wellbeing of all children including those more vulnerable such as Aboriginal and Torres Strait Islander children, children from linguistic and culturally diverse backgrounds and children with disabilities; upholding children's rights to safe environments and promoting a child safe culture.
- AEG understand that child safety is everyone's responsibility and take a zero-tolerance approach to child abuse and harm.
- Employees at all levels must complete mandatory Critical Policies and Child Safety and Protection training annually through the Learning Hub, including the review of the policy and procedure strategies on commencement of employment with the organisation. This is refreshed and discussed during regular team meetings and network wide meetings.
- All stakeholders have access to current policies, procedures, Code of Conduct and risk assessments via Promapp (for employees) and via Policy Manual and risk assessment folders (for families, visitors and volunteers).
- Recruitment practices, position descriptions and induction processes outline child safe practices and obligations for centre-based employees and volunteers.

2-P31: Child Safe Organisation Principles and Standards Procedure

- Providing inclusive and culturally safe environments for all including those of Aboriginal and Torres Strait Islander background is embedded through intentional programming, inclusive environments and daily practice. The company Reconciliation Action Plan endorsed by Reconciliation Australia further supports this commitment to cultural safety.

Principle Two: Children and young people are informed about their rights, participate in decisions affecting them and are taken seriously.

- Statements of children's rights, in child-friendly versions, are available and used to share and promote awareness of children's rights. [UNCRC Child friendly](#)
- All children have the right to quality early learning where their rights, identities, cultures and needs are upheld and respected.
- Evidence-informed practices including Primary Caregiving, Abecedarian Approach and Project Based Learning, relevant to different age groups are embedded which promote respect for children and encourages child agency and decision making.
- Staff assess children's learning and development against developmental progress records and approved learning outcomes to ensure children are seen, listened to and responded to as individuals. Children's voices, strengths and needs inform planning and decision-making ensuring practices are responsive to children's choices and agency.
- Children are encouraged and given opportunity to express their thoughts and ideas and staff listen and respond to their communication.
- Children are consulted about care practices, play, environments and interactions and their choices are respected.

Principle Three: Families and communities are informed and involved in promoting child safety and wellbeing.

- The organisation encourages input from families and communities into decisions that affect the care their child/ren receive.
- Families and communities are encouraged to provide input on scheduled policy reviews or reviews as a result of changing legislation or recommendation.
- The organisation shares information with families and communities about child safety and wellbeing, developmental information, family matters and other health and safety matters and seeks their views on the same.
- Families and communities are aware of who to address questions, concerns or complaints to and complaints are addressed promptly and professionally, following a clear process.
- Centre and Operation Teams develop collaborative partnerships with families and communities, providing opportunities for children and families to share their views on child safety and protection, child development, child-rearing practices, family culture and heritage, language, traditions and lifestyles and respect this input.

Principle Four: Equity is upheld and diverse needs respected in policy and practice.

- Affinity's Commitment to Child Safety is available and communicated with children, in child-friendly language.
- Staff and volunteers value and respect children's uniqueness and acknowledge individual strengths, characteristics, cultures and abilities and demonstrate this respect through interactions, environments and programs.
- Staff and volunteers are familiar with equity and inclusion principles as outlined in Equity and Inclusion procedure and have the opportunity to provide feedback and input.
- Staff and volunteers have support available in responding to children and families with diverse needs.
- Bias and prejudice are challenged through critical reflection and professional development regarding equity and cultural diversity.
- All levels of AEG leadership are committed to, and advocate for, the safety and wellbeing all children including those more vulnerable such as Aboriginal and Torres Strait Islander children, children from linguistic and culturally diverse backgrounds and children with disabilities; upholding children's rights to safe environments and promoting a child safe culture.

Principle Five: People working with children and young people are suitable and supported to reflect child safety and wellbeing values in practice.

- The organisation has robust recruitment and onboarding processes including reference checks and pre-employment screening as well as Working with Children Check validity. All workers are registered in the National Early Childhood Worker Register with their identification, checks and qualifications. Refer to Recruitment and Onboarding Procedure.
- To help keep children safe, educators and staff must tell the Approved Provider in writing if anything changes that may affect their suitability to work with children. This includes:
 - receiving a negative notice, or
 - any change to teacher registration or accreditation.

This information must be shared **promptly** — within **72 hours of the change**, or **within 24 hours of becoming aware of it**, whichever comes first.

2-P31: Child Safe Organisation Principles and Standards Procedure

- Affinity will regularly review staff's WWCC and conduct a prohibition check at a minimum yearly through the Compliance Audit, QAT and Performance Reviews in centres.
- All employees must complete both the National Child Safety training and Bravehearts Child Safety and Protection training including the review of the policy and procedure strategies on commencement of employment with the organisation. This is refreshed and discussed at regular team meetings and network wide meetings.
- Individual development plans are linked to training opportunities which include child safety and wellbeing.
- Online process management system articulates clear processes, procedures and risk assessments, for monitoring and minimising risk to child safety and wellbeing.
- Managers monitor validity and currency of Working with Children Checks. Employees report to their manager if their WWCC is cancelled or suspended or if they are convicted of an indictable offence. If/when details change for a worker this will be updated in the National Early Childhood Worker Register.

Principle Six: Processes for complaints and concerns are child focused.

- Staff are trained in responding to children and young people at risk of harm. Volunteers and trainees are supported and supervised by trained staff and will not be left alone with children at any time.
- Policies and procedures are available that outline how to respond to and report complaints, allegations and concerns to relevant authorities including departments responsible for child safety and following Reportable Conduct Schemes. Internal complaints processes are handled by trained People and Culture specialists and the Compliance and Safety team.
- Complaints and concerns from children and young people will be listened to, documented, taken seriously and followed up. Feedback will be provided to children and young people regarding their concern. The child will be encouraged to have a support person present through any complaints process.
- Privacy and confidentiality will be maintained, however reporting obligations will be followed and may involve sharing information about the complaint or concern with recognised authorities.

Principle Seven: Staff and volunteers are equipped with the knowledge, skills and awareness to keep children and young people safe through ongoing education and training.

- Staff complete accredited training in Identifying and Responding to Children and Young People at Risk of Harm, or equivalent, as part of their qualification requirements for their job role.
- All employees complete both the National Child Safety training and Bravehearts Child Safety and Protection training, including review of the policy and procedure strategies for identifying, responding to and reporting actual or potential child safety issues. Centre-based staff refresh this knowledge during team meetings, at least twice annually.
- All staff and volunteers complete a site induction in which location and implementation of policies and procedures, and risk assessments and critical safety procedures are discussed.
- Volunteers and trainees are required to complete the National Child Safety training and evidence retained in the National Early Childhood Worker Register and always supervised and supported by trained staff and will not be independently responsible for responding to and reporting potential actual or potential child safety issues however will be supported by the Nominated Supervisor to raise and report.
- Nominated Supervisors and Responsible Persons complete specialised Nominated Supervisor and Responsible Person Roles training on the Learning Hub.
- The organisation will provide updated information and training to staff and volunteers. Re-induction is encouraged to support the regular mandatory training.
- The organisations online learning platform contains safety related modules as well as a dedicated National Principles for Child Safe Organisations program.

Principle Eight: Physical and online environments promote safety and wellbeing while minimising the opportunity for children and young people to be harmed.

- Risk assessment and minimisation plans are completed for all physical environments, activities, events and online safety. Children are encouraged, where developmentally capable, to contribute to the identification of hazards and development and implementation of safety measures.
- Policies, procedures and processes are communicated and enforced which contribute to providing physically, culturally and psychologically safe environments for children, including child safety and reportable conduct.
- Staff are trained in risk management including identifying hazards and assessing and managing risks in the physical and online environment. Ongoing review ensures the risks remain managed.
- The organisation engages with approved contractors and service providers with valid WWCC where required, however even though approved, they are never left alone with a child or group of children. All workers are registered in the National Early

2-P31: Child Safe Organisation Principles and Standards Procedure

Childhood Worker Register with their identification, checks and qualifications uploaded as evidence upon attendance to the centre.

- Online safety is promoted with children and families. Children engage in online activities for planned purposes and are not left unsupervised. Devices used have appropriate password protection and child-appropriate content. POL 2-P33 Safe Use of Digital Technologies – Electronic Devices further outlines Affinity’s commitment to online safety.
- Where activities are presented via Zoom, educators follow documentation and reporting obligations if they suspect on reasonable grounds that they witness harm or potential harm in the child’s home environment.

Principle Nine: Implementation of the National Child Safe Principles is regularly reviewed and improved.

- The organisation will review this policy statement and procedure and other procedures related to child safety and wellbeing at least annually, and more frequently if required. The organisation will seek input from staff, children, families and community in the reviews.
- National Principles for Child Safe Organisations online program including an introduction module and 10 principle modules is available and promoted to all employees.
- Child related incidents are analysed and reported on and strategies identified to improve outcomes for children and training and improved performance for staff.
- The organisation has professional partnerships with early childhood peak bodies and works to understand trends and actions to minimise risk.
- Centre Support teams monitor in-centre practices and coach and guide improved practice and make recommendations for improvement.
- Working parties made up of cross-functional organisation members collaborate on the development, implementation and review of focus topics
- Policies and procedures are in place for undertaking regular and service specific child protection risk assessments. These assessments should identify potential risks to children’s safety and wellbeing and outline control measures to mitigate those risks across physical environments, routines, excursions, and online or communication practices.

Principle Ten: Policies and procedures document how the organisation is safe for children and young people.

- The organisation provides consistent policies and procedures across the network, categorised by the National Quality Standards to ensure they are child and practice-focused. Refer to the POLICY INDEX for policies and procedures relevant to child safety and wellbeing.
- Policies and procedures are interpreted via an online process management system. Processes are clearly articulated and available to all staff to ensure effective, consistent and compliant practices across the network.
- The completion of online review of Critical Policies form part of induction requirements.
- Policies and procedures are available to all centre users to be sure that all are aware of responsibilities, understand acceptable behaviour and reduce the risk of breaches and to highlight the organisation’s commitment to safety.
- All stakeholders can have input in the development and review of policies and procedures.
- The organisation develops training around the implementation of critical policies and risk management
- The National Policy Committee meets regularly to conduct policy reviews against best practice and changes in legislation and communication and implementation of changes or updates to documents.
- Policies, procedures, processes and initiatives have been externally audited to ensure the organisation is best positioned to provide safety for children and young people.

Procedure Strategies: Part b – Victoria - Child Safe Standards

Child Safe Standard 1: Organisations establish a culturally safe environment in which the diverse and unique identities and experiences of Aboriginal children and young people are respected and valued

- The organisation encourages and supports Aboriginal children, young people and families to express and enjoy their culture and cultural rights and encourage their full participation and inclusion.
- The organisation recognises and appreciates the significance of Aboriginal culture and promotes the importance of the wellbeing and safety of Aboriginal children.
- The organisation has policies, procedures and processes to provide a culturally safe and inclusive environment and to identify instances of racism and actively take a zero-tolerance approach.
- The organisation has a Reconciliation Action Working Group made up of cross-functional members to collaborate Reconciliation and respectful, meaningful and inclusive practice across the network.

2-P31: Child Safe Organisation Principles and Standards Procedure

- Services develop individual Reconciliation Action Plans with Narragunnawali that promote cultural safety and understanding within their centre community.

Child Safe Standard 2: Child safety and wellbeing is embedded in organisational leadership, governance and culture

- Strategies are equivalent to National Principle 1.

Child Safe Standard 3: Children and young people are empowered about their rights, participate in decisions affecting them and are taken seriously

- Strategies are equivalent to National Principle 2.

Child Safe Standard 4 – Families and communities are informed, and involved in promoting child safety and wellbeing

- Strategies are equivalent to National Principle 3.

Child Safe Standard 5 – Equity is upheld and diverse needs respected in policy and practice

- Strategies are equivalent to National Principle 4.

Child Safe Standard 6 – People working with children and young people are suitable and supported to reflect child safety and wellbeing values in practice

- Strategies are equivalent to National Principle 5.

Child Safe Standard 7 – Processes for complaints and concerns are child focused

- Strategies are equivalent to National Principle 6.

Child Safe Standard 8 – Staff and volunteers are equipped with the knowledge, skills and awareness to keep children and young people safe through ongoing education and training

- Strategies are equivalent to National Principle 7.

Child Safe Standard 9 – Physical and online environments promote safety and wellbeing while minimising the opportunity for children and young people to be harmed

- Strategies are equivalent to National Principle 8.

Child Safe Standard 10 – Implementation of the Child Safe Standards is regularly reviewed and improved

- Strategies are equivalent to National Principle 9.

Child Safe Standard 11 – Policies and procedures document how the organisation is safe for children and young people

- Strategies are equivalent to National Principle 10.

References

- Education and Care Services National Regulations 2011
Education and Care Services National Regulations WA 2012
Australian Human Rights Commission. 2019. Child Safe Organisations. <https://humanrights.gov.au/our-work/childrens-rights/projects/child-safe-organisations>
Commission for Children and Young people. 2023. <https://ccyp.vic.gov.au/child-safe-standards/the-11-child-safe-standards/>
Office of the Children's Guardian. 2023. <https://education.nsw.gov.au/early-childhood-education/regulation-and-compliance/regulation-assessment-and-rating/child-safety/child-safe-standards>
Queensland Government. 2023. <https://earlychildhood.qld.gov.au/sector-news-and-resources/news-for-educators-and-service-providers/child-safe-standards-strengthen-child-protection>
Aust. Govt. eSafety Commissioner. <https://www.esafety.gov.au/>
QLD Govt. 2024. <https://www.qld.gov.au/law/laws-regulated-industries-and-accountability/queensland-laws-and-regulations/regulated-industries-and-licensing/blue-card/organisations/risk-management-strategies>
ACECQA – Embedding the National Child Safe Principles https://www.acecqa.gov.au/sites/default/files/2025-09/InfoSheet_EmbeddingTheNationalChildSafePrinciples.pdf
VIC 11 Child Safe Standards <https://ccyp.vic.gov.au/assets/resources/New-CSS/Victorias-Child-Safe-Standards-Plain-language-poster-10.02.2023.pdf>
NSW 10 Child Safe Standards (See page 5 for poster) https://ocg.nsw.gov.au/sites/default/files/2021-12/g_CSS_GuidetotheStandards.pdf

2-P31: Child Safe Organisation Principles and Standards Procedure

QLD Child Safe Standards coming soon <https://www.qfcc.qld.gov.au/childsafestandards>

ACT Child Safe Standards Scheme <https://www.hrc.act.gov.au/childrenyoungpeople/act-child-safe-standards>

WA National Principles for Child Safe Organisations <https://www.wa.gov.au/organisation/departments-of-communities/child-safe-organisations>

National Principles for Child Safe Organisations <https://humanrights.gov.au/data/assets/file/0022/57532/National-Principles-for-Child-Safe-Organisations.pdf>

Relevant Legislation

- Education and Care Services National Regulations 2011
- Education and Care Services National Regulations WA 2012
- National Quality Framework for Early Childhood Education and Care
- United Nations Convention on the Rights of the Child
- Early Childhood Australia: Code of Ethics
- Children and Young People Act 2008 (ACT)
- Children and Young Persons (Care and Protection) Act 1998 (NSW)
- Care and Protection of Children Act 2007 (NT)
- Child Protection Act 1999 (Qld)
- Children, Youth and Families Act 2005 (Vic.)
- Senior Practitioners Act 2018
- Children and Community Services Act 2004 (WA)
- Crimes Amendment (Protection of Children) Act 2014 (Vic.)
- Child Wellbeing and Safety Act 2005
- Working with Vulnerable People (Background Checking) Act 2011 (ACT)
- Child Protection (Working with Children) Act 2012 (NSW)
- Care and Protection Act of Children (NT)
- Working with Children (Risk Management and Screening) Act 2000 (QLD)
- Working with Children Act 2005 (VIC)
- Working with Children (Criminal Record Checking) Act 2004 (WA)
- Family Assistance Law
- Parliamentary Commissioner Amendment (Reportable Conduct) Act 2022

Version Control	Date	Author	Description of Change
V11.21	Nov 2021	AEG	New procedure
V12.22	Dec 2022	AEG	Added references
V12.23	Dec 2023	AEG	Removed separate NSW and QLD specific standards. Added RACI table and reference.
V12.24	Dec 2024	AEG	Added state links
V5.0	Dec 2025	AEG	Provided additional strategy information, updated reference links, updated internal systems and training modules
V5.1	Feb 2026	AEG	Added National Early Childhood Worker Register information and National Child Safety Training requirements
V5.2	Apr 2026	AEG	Added NSW reforms information

Responsible = those who are

responsible for carrying out the task
Accountable level 1 = the owner and person accountable for the sign off or approval of a task

Accountable level 2 = the person who is accountable for the task being carried out

Consulted = the person to be consulted with and whose input, opinions and feedback are crucial to the task

Informed = the person who should be informed and made aware of the task and any updates

Policy Written by: Policy Team	Position: Policy	Date: Apr 2026
Approved by: National Quality Manager	Approved Date: Apr 2026	Next review date: Dec 2026

Educators to sign: