



# Our Commitment to Children

## Keeping Them Safe at Every ACT Playgroup

Childhood is a time for fun, learning, making mistakes, laughing, and growing. At ACT Playgroups, we understand that for this to happen, children must feel safe and be safe. That is why we are deeply committed to child safety, from our Board Directors to our staff and across all our activities.

We have embarked on a continuous journey to embed the **10 National Child Safe Principles**, now legislated in the ACT, into our culture, operations, and environments so that children can become the best versions of themselves. **We adopt a zero-tolerance approach to child abuse and take all allegations and concerns seriously, ensuring children know that we value them and care for them, putting their best interests at heart.**

When attending a playgroup affiliated with ACT Playgroups, children can be assured that we will:



### 1. Create a Child-Centered Culture

Our leaders and governance processes prioritise the safety and wellbeing of children, creating an environment where they can thrive.

### 2. Involve Children in Decision-Making

We ensure children are informed and involved in decisions that affect their safety.



### 3. Engage Families and Communities

Families and communities are informed and involved in promoting the safety and wellbeing of children.





## 4. Respect Diverse Needs

We value and respect the diverse needs of children, specifically acknowledging Aboriginal and Torres Strait Islander children, Culturally and Linguistically Diverse children, children living with disabilities, and LGBTIQ+ children.

## 5. Support Our Staff

We have the best people, supported to help children grow and thrive.

## 6. Child-Centered Complaint Processes

Children know they can raise anything with us and that we will take it seriously with the aim of rectifying the issue.

## 7. Equip Our Staff

All our people are equipped with the knowledge, skills, and awareness to keep children safe.

## 8. Ensure Safe Environments

Our physical and online environments are safe for children.



## 9. Listen and Improve

We continually listen to children, families, communities, and our staff to improve our practices.

## 10. Implement Effective Policies and Procedures

We have the right policies and procedures in place to keep children safe.



You can find out more about our commitment and what we do on our [child safety page](#)



# Our Promise to Keep You Safe at ACT Playgroups



At ACT Playgroups, we want you to have fun, learn new things, make mistakes, laugh a lot, and grow. For all this to happen, you need to feel safe and be safe. We promise to make sure you feel safe every time you come to ACT Playgroups.

## Here's what we do to keep you safe:



### 1. Put You First

We always think about your safety first and make sure everything we do helps you feel happy and secure.



### 2. Listen to You

We want to hear what you have to say and involve you in decisions about your safety.



### 3. Work with Your Family

We talk to your family and community to make sure everyone helps to keep you safe and happy.

### 4. Celebrate Your Uniqueness

We love and respect all children, no matter who you are. We especially support Aboriginal and Torres Strait Islander children, children from different cultures, children with disabilities, and LGBTIQA+ children.





## 5. Have the Best Helpers

We make sure all our staff are the best and they know how to help you grow and feel safe.

## 6. Listen to Concerns

If something bothers you, we have a way for you to tell us, and we will listen and help you.



## 7. Teach Safety

We teach everyone who works here how to keep you safe.



## 8. Safe Spaces

We make sure our play areas, both real and online, are safe for you.



## 9. Keep Improving

We always listen to you, your family, and our staff to keep getting better at keeping you safe.



## 10. Have Good Rules

We have strong rules and guidelines to make sure you stay safe.

You can learn more about how we keep you safe by visiting our child safety page.