



## Child Safety: Our Commitment & Practices

In light of the recent and deeply concerning child safety case in Victoria, we want to take a moment to reassure you of the proactive measures we take at Leisure After School Care (ASC) to ensure your child is always safe, supported, and well-cared for in our program.

Transparency, trust, and clear communication are core to our commitment to child safety. Below you will find detailed information on our protocols, facilities, staff training, and the legislative frameworks that guide our practices.

### Our Commitment to NSW Child Safety Standards

Our practices align with key legislation and guidance from the NSW Department of Education, including:

- Children (Education and Care Services) National Law (NSW)
- Education and Care Services National Regulations
- Child Safe Standards – required by the Office of the Children’s Guardian
- Mandatory Reporter Guidelines under the Children and Young Persons (Care and Protection) Act 1998 (NSW)

### Staff Screening and Recruitment

- All educators and NSCC admin staff hold a current Working With Children Check (WWCC).
- During recruitment, we conduct thorough reference checks to assess a candidate’s suitability to work with children.
- All educators are mandatory reporters and are trained to recognise and respond to signs of abuse, neglect, or any situation where a child may be at risk.
- Educators are also clearly informed on how and where to make a report—including through official channels like the Child Protection Helpline (13 21 11) and the NSW Department of Communities and Justice.

## **Supervision and Visibility**

- Staff-to-child ratios are 1:15 while onsite, and 1:10 for offsite excursions, in line with National Regulations.
- 1-on-1 care is only provided when absolutely necessary, such as for a child experiencing high levels of distress. In these cases, it is done in a visible and monitored space.
- One educator may supervise a room alone only when within ratio; if numbers increase, another staff member joins immediately.
- An educator is always positioned in the hallway/veranda to support visibility and quick access between rooms.
- Educators are always visible and communicate via walkie-talkies, allowing them to quickly request help or respond to any situation.

## **Safe Practices and Environment**

- Our centre includes three flexible activity rooms and a well-equipped outdoor playground, all equipped with glass windows and doors for clear visibility.
- Educators are instructed never to be alone in non-visible areas (e.g., kitchen, craft closet, shed).
- Children are not permitted to sit on educators' laps.
- In the rare case a child is invited to the office for a discussion, the door remains open, and windows remain uncovered.
- Shared community access doors are secured from 3:00–6:15 PM during ASC hours.

## **Toileting and Personal Care**

- Our toileting procedures follow NSW legislation and best practice guidelines:
  - Children use the designated children's toilets.
  - In case of an accident, two educators supervise with verbal guidance—no physical contact is allowed.
  - If a child refuses to change, parents are contacted, and we support the child to stay comfortable.
- Parents who need to assist their child use the accessible toilet located within the centre.

## **Proactive Reporting and Community Safety**

- We have a “See Something, Do Something” QR code displayed at the entrance of our service.

This links directly to a secure online reporting page, allowing families, staff, or visitors to raise concerns anonymously or directly.

- This initiative reflects our belief that child safety is a shared responsibility, and everyone in our community should feel empowered to act if they see something concerning.

## **Ongoing Child Safety Training**

- All educators participate in regular training on child protection and child-safe practices, including refreshers on current legislation and reporting requirements.
- We collaborate with KU Children’s Services to ensure our team is always supported and skilled in safe and respectful care.
- Our staff adhere to an up-to-date Child Safe Policy and Code of Conduct.

## **Upcoming Child Safety Improvements (School Holidays)**

- All educators, including casual staff, will complete a paid child safety refresher course.
- We are relocating the outdoor shed to a more visible location to further improve supervision.

## **Partnership with Families: Child Safety at Home**

We encourage families to have age-appropriate conversations with their children about:

- Body safety and private parts
- Safe vs unsafe touch
- The importance of not keeping secrets
- Using correct anatomical terms

## **Helpful resources for families:**

- [ChildSafe Australia – Parent Resources](#)
- [Emmy & Friends – Body Safety Tools for Children](#)
- [NSW Department of Education – Child Safe Resources](#)

Thank you for your ongoing trust and support. Your child's safety is our top priority, and we remain fully committed to maintaining a safe, respectful, and transparent environment.

If you have any questions or would like to speak further about our policies, please don't hesitate to reach out.

### **After School Care Leisure**

#### **Nalini Chelliah**

After School Care Director

0431 063 070

[asc@northsydneycentre.com.au](mailto:asc@northsydneycentre.com.au)