



BUTTERFLIES CHILDCARE
& EARLY LEARNING CENTRE

Child Safe Standards – Action Plan

Name of organisation: Butterflies Childcare & Early Learning Centre

Child Safe Committee – Rebecca, Amanda, Jessica, Diana, Belinda, Melissa

The committee is open to further committee members. Please email your interest to info@butterflies-childcare.com.au

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.

In complying with Child Safe Standard 1, a relevant entity must, at a minimum, ensure:

Action Areas – Standard 1		What is already in place?	Are there any weaknesses, gaps or improvements needed? What are they?	Responsible Person(s)	Due Date	Comments
1.1	Children are supported to express their culture and enjoy their cultural rights.	Families are welcomed to the service and asked to provide information regarding their cultural background and celebrations they observe. These celebrations then form part of the educational program.	More involvement sought from families and encouragement to come into the service to cook, read books and/or talk about their cultural background.	Management All educators	Ongoing	
1.2	Strategies are embedded within the organisation which equip all members to acknowledge and appreciate the strengths of Aboriginal culture and understand its importance to the wellbeing and safety of Aboriginal children and young people.	The organisation utilises staff meetings and training opportunities to support, guide and train staff and volunteers and leaders to understand, respect and value Aboriginal culture and to understand the importance of this to the wellbeing and safety of Aboriginal children.	Ongoing training on Aboriginal culture to be delivered at staff meetings. More professional development opportunities to be provided for the team.	Rebecca/Amanda/Jess	Staff meetings 06/06/2023 04/07/2023 01/08/2023 08/08/2023 05/08/2023	This is ongoing at all staff meetings.
1.3	Measures are adopted by the relevant entity to ensure racism within the relevant entity is identified, confronted, and not tolerated. Any instances of racism are addressed with appropriate consequences.	Instances of racism are identified and addressed immediately. The service employees express their stance on zero tolerance for racism from staff, families, contractors etc.		Jessica		
1.4	The relevant entity actively supports and facilitates participation and inclusion within it by Aboriginal children, young people and their families.	The service celebrates Aboriginal and Torres Strait Islander national observance days, but also celebrates families individual celebrations and acknowledgements. The service encourages aboriginal families to join in the educational program on a regular basis.	More parent and community involvement to ensure families feel welcome to come and share what is important to them. Service to ask for feedback on how the centre is currently operating in relation to the inclusion for Aboriginal children and their families.	All educators/employees	When commencing employment and then annually.	
1.5	All of the relevant entity's policies, procedures, systems and processes together create a culturally safe and inclusive environment and meet the needs of Aboriginal children, young people and their families.	Families, when welcomed to the service, are asked about their cultural background, language spoken at home and cultural celebrations. There are many displays up around the service and in the	Add these policies to the website so that families and educators can access them. Add more interactive information to	Jessica	25/08/2023	

		rooms to ensure Aboriginal families feel safe and welcome. Instances of racism are identified and addressed.	the website and include languages other than English.			
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Standard 2 – Child safety and wellbeing is embedded in organisational leadership, governance and culture.

In complying with Child Safe Standard 2, a relevant entity must, at a minimum, ensure:

Action Areas – Standard 2		What is already in place?	Are there any weaknesses, gaps or improvements needed? What are they?	Responsible Person(s)	Due Date	Comments
2.1	The relevant entity makes a public commitment to child safety.	The organisation's website has a dedicated page to Child Safety and the statement has been added in order to make a public commitment to safety. The statement is also available at the front entrance of the service for the public to view.	The service should add more interactive elements to the website to encourage people to not only read, but also view videos and click on links to find out more. We should also add this information in languages other than English as we have many families from diverse backgrounds.	Jess	08/08/2023	
2.2	A child safe culture is championed and modelled at all levels of the relevant entity from the top down and bottom up.	All employees (including the owners, Nominated Supervisor, Centre Directors, Lead educators and Assistants, as well as relief educators and the centre cook) demonstrate Child Safe behaviours. Leaders promote a culture of reporting and Child Safety is a regular agenda item at staff meetings. Each room displays the Protect Posters.	As a service we need to increase our knowledge about the Child Safe Standards and the need to continuously reflect on these standards to ensure they are reflected in practice.	Management	Staff meetings 05/09/2023 03/10/2023	
2.3	Governance arrangements facilitate implementation of the child safety and wellbeing policy at all levels.	Leaders promote a culture of reporting (2.2, 2.3) The organisation has a Social Media Policy to support and promote child safety behaviours.	Management to introduce a sign off checklist to ensure all educators have read and understand the policies and procedures developed by the service in relation to child safety.	Management	01/09/2023	
2.4	A Code of Conduct provides guidelines for staff and volunteers on expected behavioural standards and responsibilities.	The service's Code of Conduct provides guidelines for staff and volunteers on expected behavioural standards and responsibilities and this is covered in detail in all student and employee inductions. The organisation has a Social Media Policy to support and promote child safety behaviours. The Child Safe	The service needs a clearer Code of Conduct which not only identifies desired behaviour but also inappropriate behaviour.	Management	01/09/2023	

		Policy and all other Child Safety material is addressed with all new employees and students.				
2.5	Risk management strategies focus on preventing, identifying and mitigating risks to children and young people.	Recruiters use the Commission for Children and Young People’s “Practical guide to choosing, supervising and developing suitable staff and volunteers” document to guide the hiring process.	Develop risk assessments for certain event days where parents and family members are coming in to join service celebrations, like mothers day, fathers day, Diwali.		15/06/2023	Completed
2.6	Staff and volunteers understand their obligations on information sharing and recordkeeping.	During induction, staff, students and volunteers are explained the child safe documents, information sharing and record keeping obligations. Students are asked to read through the child safe documents at the service prior to commencing.	Students should be encouraged to complete the Mandatory Reporting online training prior to starting.	Management	Ongoing at all inductions	

Standard 3 – Children and young people are empowered about their rights, participate in decisions affecting them and are taken seriously.

In complying with Child Safe Standard 3, a relevant entity must, at a minimum, ensure:

Action Areas – Standard 3		What is already in place?	Are there any weaknesses, gaps or improvements needed? What are they?	Responsible Person(s)	Due Date	Comments
3.1	Children and young people are informed about all of their rights, including to safety, information and participation.	Educators hold regular group times with the children to talk about their rights in an age appropriate manner.	Children in the 4 year old kindergarten took part in the School Readiness Funding “Body Safety Superstars” incursion however some educators found this content to be too much for this age group. We are looking into more age appropriate content. With an increase in children displaying challenging behaviours in recent years, we need to make sure children are informed regularly that it is never ok to be hurt with words or physically. We need to send a clear message to all children that is it never OK to be hurt by their peers or adults.	Jess Whole service	22/01/2024 Ongoing in all rooms	
3.2	The importance of friendships is recognised and support from peers is encouraged, to help children and young people feel safe and be less isolated.	Educators encourage and foster relationships between peers to help them feel safe and less isolate, including singing songs about friendship, making books about “which friends are here today”.	Seek more professional development in this space.	Whole service	2024	

3.3	Where relevant to the setting or context, children and young people are offered access to sexual abuse prevention programs and to relevant related information in an age appropriate way.	Children in the 4 year old kindergarten took part in the School Readiness Funding “Body Safety Superstars” incursion however some educators found this content to be too much for this age group. We are looking into more age appropriate content.	We need to research and find a programs which is appropriate for preschool children.	Whole service/Jess SRF	2024 SRF	
3.4	Staff and volunteers are attuned to signs of harm and facilitate child-friendly ways for children and young people to express their views, participate in decision-making and raise their concerns.	It is mandatory for all employees to complete the Mandatory Reporting training annually. Each room displays the Protect Posters and information is published in the organisation’s newsletter.	We will recommend that all students also completing the mandatory training so that they are aware of the requirements when they switch from student to staff member and can understand the importance of child safety.	Management	04/08/2023	
3.5	Relevant entities have strategies in place to develop a culture that facilitates participation and is responsive to the input of children and young people.	The Code of Conduct is on display at the office where all visitors are required to sign in, read the code and select they agree to adhere to the policy. Child Safety has been included in the HR Procedures at Butterflies, including recruitment online advertising, reference checks, Working With Children Checks, and current VIT registration.				
3.6	Relevant entities provide opportunities for children and young people to participate and are responsive to their contributions, thereby strengthening confidence and engagement.	Educators receive regular training on interactions with children and the importance of listening to the child, validating their emotions and feelings and providing comfort and understanding. We have implemented a “50% busy rule” which states that only one educator should be busy doing cleaning, nappies, setting up activities while the other is interacting with the children.	As a service we need to ensure we are not getting too busy with everyday tasks and we are taking the time to be present with the children.	Whole service	Ongoing Staff meetings 05/09/2023 03/10/2023	

Standard 4 – Families and communities are informed and involved in promoting child safety and wellbeing. In complying with Child Safe Standard 4, a relevant entity must, at a minimum, ensure:						
Action Areas – Standard 4		What is already in place?	Are there any weaknesses, gaps or improvements needed? What are they?	Responsible Person(s)	Due Date	Comments
4.1	Families participate in decisions affecting their child.	Families are asked about what is important to them upon enrolment and they are invited to contribute feedback regarding health and wellbeing issues.	We need to send more regular surveys to families to increase participation. Families to be involved in developing a code of conduct for visitors to increase their participation.	Jess/Amanda	October 2023	
4.2	The relevant entity engages and openly communicates with families and the community about its child safe approach and relevant information is accessible.	The service promotes its commitment to child safety via displays around the service, FlexiSchools posts, Storypark posts and in conversation. Child safety is discussed in quarterly newsletters.	More information in the newsletters, detailing child safety and what we are doing as a service. More interactive information in the newsletters.	Jess	July 2023	
4.3	Families and communities have a say in the development and review of the relevant entity's policies and practices.	Families are invited and encouraged to have their say on the review and development of policies. Parent feedback and concerns are used to modify policies where appropriate and form an important part of the process.	Actively seeking more involvement from families. Families are so busy but as a service we must ensure we are actively inviting them consistently.			
4.4	Families, carers and the community are informed about the relevant entity's operations and governance.	We have a strong governance policy which is shared with families upon enrolments and throughout the enrolment.	We need to develop a policy to ensure that all family members wanting to have participation in the program need to obtain a WWCC.	Rebecca	September 2023	

Standard 5 – Equity is upheld and diverse needs respected in policy and practice.						
In complying with Child Safe Standard 5, a relevant entity must, at a minimum, ensure:						
Action Areas – Standard 5		What is already in place?	Are there any weaknesses, gaps or improvements needed? What are they?	Responsible Person(s)	Due Date	Comments
5.1	The relevant entity, including staff and volunteers, understands children and young people’s diverse circumstances, and provides support and responds to those who are vulnerable.	The service is aware of children known to child protection and understands their family history and diverse circumstances. Children are given support and shown understanding and compassion. Records regarding allegations of harm or abuse are documented in a confidential folder which only the Director/s have access to, on a password protected computer.		Amanda/Jess		
5.2	Children and young people have access to information, support and complaints processes in ways that are culturally safe, accessible and easy to understand.	Children are provided with age appropriate information in regards to keeping themselves safe and ensure they feel heard when they feel something isn’t right or when they express they have been hurt.	Providing more educational experiences where children feel empowered and understand their right to feel safe and inform their educators when their personal safety is threatened by adults or peers.	Jess/ Rebecca All educators	2024	
5.3	The relevant entity pays particular attention to the needs of children and young people with disability, children and young people from culturally and linguistically diverse backgrounds, those who are unable to live at home, and lesbian, gay, bisexual, transgender and intersex children and young people.	Families and their children are welcomed to the service regardless of their cultural background, sexual preferences, disabilities, living arrangements. The service is committed to inclusion and aims to ensure all children feel safe and part of the extended Butterflies family.	As a service we must continue to provide ongoing training to educators to ensure we understand the changing needs of our families. We must ensure we stay up to date with relevant information and continue to provide high quality care.	Management All educators	Staff meetings 05/09/2023 03/10/2023	
5.4	The relevant entity pays particular attention to the needs of Aboriginal children and young people and provides/promotes a culturally safe environment for them.	All employees have knowledge of the history of Aboriginal and Torres Strait Islander Peoples and include Aboriginal perspectives in aspects of the program and cultural celebrations.	More participation from Aboriginal families to ensure our service continues to operate in a culturally safe way. Engagement with local council.	Management All educators		

			Flying the Aboriginal and Torres Strait Islander flag above the centre to show the public we are a safe place for Aboriginal families.	Maintenance personnel	25/08/2023	
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Standard 6 – People working with children and young people are suitable and supported to reflect child safety and wellbeing values in practice.						
In complying with Child Safe Standard 6, a relevant entity must, at a minimum, ensure:						
Action Areas – Standard 6		What is already in place?	Are there any weaknesses, gaps or improvements needed? What are they?	Responsible Person(s)	Due Date	Comments
6.1	Recruitment, including advertising, referee checks and staff and volunteer pre-employment screening, emphasise child safety and wellbeing.	Recruiters use the Commission for Children and Young People’s “Practical guide to choosing, supervising and developing suitable staff and volunteers” document to guide the hiring process. Staff watch the Commission for Children and Young People’s video on Creating a Child Safe Organisation	More emphasis on being a child safe organisation. More signage and information for people looking into employment working with children.	Jess Rebecca Amanda	25/08/2023	
6.2	Relevant staff and volunteers have current working with children checks or equivalent background checks.	All employees, students, volunteers, parent helpers and contractors have current Working With Children Checks and must present these to be checked. When employees apply for a position within our service, recruiters perform reference checks to ensure suitability to the organisation. All employees must complete the online module Protecting Children: Mandatory Reporting and Other Obligations. Compulsory professional learning in Mandatory Reporting takes place annually and all staff print their certificates, providing a copy to the Director. The Director ensures all staff have completed the training by monitoring completion records.				

6.3	All staff and volunteers receive an appropriate induction and are aware of their responsibilities to children and young people, including record keeping, information sharing and reporting obligations.	<p>Staff, students and volunteers receive a thorough induction where they are made aware of their responsibilities in relation to children and young people. They are equipped with knowledge about the Child Safe Standards, Reportable Conduct Scheme and Mandatory Reporting.</p> <p>Anyone asking about progress updates on children (teachers, child protection, therapists) must be identified before any information is shared.</p>				
6.4	Ongoing supervision and people management is focused on child safety and wellbeing	Management perform supervision and observation checks on all rooms, which focus on child safety and wellbeing. Educators are provided with weekly feedback regarding educator to child interactions, the importance of warm and nurturing interactions, observing children who are more at risk (children known to child protection, Aboriginal and Torres Strait Islander children). This feedback is posted to educators via Storypark.				

Standard 7 – Processes for complaints and concerns are child-focused.
 In complying with Child Safe Standard 7, a relevant entity must, at a minimum, ensure:

Action Areas – Standard 7	What is already in place?	Are there any weaknesses, gaps or improvements needed? What are they?	Responsible Person(s)	Due Date	Comments	
7.1	The relevant entity has an accessible, child-focused complaint-handling policy which clearly outlines the roles and responsibilities of leadership, staff and volunteers, approaches to dealing with different types of complaints, breaches of relevant policies or the Code of Conduct and obligations to act and report.	The services policies reflect our commitment to child safety. The grievance policy is child-focused and clearly outlines the roles and responsibilities of leadership, staff and volunteers, approaches to dealing with different types of complaints, breaches of relevant policies or the Code of Conduct and obligations to act and report. Families are given this upon enrolment.				
7.2	Effective complaint handling processes are understood by children and young people,	Families are provided with the parent handbook upon enrolment which outlines the complaint handling process.				

	families, staff and volunteers, and are culturally safe.	Parents are asked to sign this, to ensure they have read and understood this.				
7.3	Complaints are taken seriously and responded to promptly and thoroughly.	Complaints are responded to in a timely manner and parents are assured their complaint has been heard and is being investigated. The outcome of the investigation is shared with the person making the complaint and support is offered where necessary.				
7.4	The relevant entity has policies and procedures in place that address reporting of complaints and concerns to relevant authorities, whether or not the law requires reporting, and co-operates with law enforcement.	The service has policies and procedures in place that address reporting of complaints and concerns to relevant authorities, whether or not the law requires reporting, and co-operates with law enforcement.				
7.5	Reporting, privacy and employment law obligations are met	The organisational managers are familiar with their obligations under the Education and Care Services National Law (National Law) and the Education and Care Services National Regulations (National Regulations). These include: Complaints alleging that the Law has been contravened. Complaint alleging that a serious incident has occurred or is occurring				

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. In complying with Child Safe Standard 8, a relevant entity must, at a minimum, ensure:					
Action Areas – Standard 8		What is already in place?	Are there any weaknesses, gaps or improvements needed? What are they?	Responsible Person(s)	Due Date
8.1	Staff and volunteers are trained and supported to effectively implement the relevant entity’s child safety and wellbeing policy.	<p>All employees receive child safety and wellbeing information prior to starting with us. This is covered in our orientation session to ensure everyone is equipped with this knowledge.</p> <p>Staff receive training on this at staff meetings and in staff catch ups and feedback is provided at appraisals.</p>	The team need to increase their knowledge around the new child safe standards and reportable conduct scheme to ensure that as a team we understand our obligations and responsibilities.	Rebecca	Staff meetings 05/09/2023 03/10/2023
8.2	Staff and volunteers receive training and information to recognise indicators of child harm including harm caused by other children and young people.	All employees are provided with ongoing training regarding child safety and wellbeing. There are many training opportunities including videos, documents, staff meeting games to support this.	Further training to be provided.	Management	Staff meetings 05/09/2023 03/10/2023
8.3	Staff and volunteers receive training and information to respond effectively to issues of child safety and wellbeing and support colleagues who disclose harm.	We have held training at staff meetings. We have information available for all staff.	We need to add additional information about Child Safe Standards to our orientation process to ensure understanding.	Rebecca	25/08/2023

8.4	Staff and volunteers receive training and information on how to build culturally safe environments for children and young people.	Employees are encouraged to seek Professional Development opportunities which include training on how to build culturally safe environments for children and young people. The service provides training on this via staff meeting training sessions and uploading documents to the staff portal on the website and to FlexiSchools and Storypark.			
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Standard 9 – Physical and online environments promote safety and wellbeing while minimising the opportunity for children and young people to be harmed. In complying with Child Safe Standard 9, a relevant entity must, at a minimum, ensure:					
Action Areas – Standard 9		What is already in place?	Are there any weaknesses, gaps or improvements needed? What are they?	Responsible Person(s)	Due Date
9.1	Staff and volunteers identify and mitigate risks in the online and physical environments without compromising a child’s right to privacy, access to information, social connections and learning opportunities.	We have security on all of our iPads and computers. All content is viewed prior to showing the children. We have a spotify account that educators use to play music and all content is listened to and approved prior.	Ensuring educators are aware of only using the Spotify account and the playlists approved by management.		
9.2	The online environment is used in accordance with the relevant entity’s Code of Conduct and child safety and wellbeing policy and practices	We have a strong and clear iPad usage policy. Storypark is committed to the rights and safety of every child. SP actively work to empower children and their community. Storypark is a password-protected private space for children, teachers and families to share stories, photos and videos with one another. Access to a child’s information and stories can only be granted by their primary guardians, and no personal information is shared with any third party.			

		SP works with ICT (Information and Communication Technology) security specialists to ensure they have the latest security systems in place, and they consult with early childhood specialists to ensure best practices.			
9.3	Risk management plans consider risks posed by organisational settings, activities, and the physical environment.	We have a strong risk management plan and risk assessments.	Create further risk management plans for more settings such as having parent involvement, community involvement etc.	25/08/2023	
9.4	Relevant entities that contract facilities and services from third parties have procurement policies that ensure the safety of children and young people.	We complete reference checks and require an Employee working with children check prior to any contractors starting with us – including cleaners, pest control, maintenance personnel. All visitors are supervised and must sign in upon arrival to the centre.			

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

In complying with Child Safe Standard 10, a relevant entity must, at a minimum, ensure:

Action Areas – Standard 10		What is already in place?	Are there any weaknesses, gaps or improvements needed? What are they?	Responsible Person(s)	Due Date
10.1	The relevant entity regularly reviews, evaluates and improves child safe practices.	We have a committee that meets once a month. We review current practice and we have a commitment to child safety.			
10.2	Complaints, concerns and safety incidents are analysed to identify causes and systemic failures to inform continuous improvement.	We take complaints, concerns and feedback seriously and have a strong grievance procedure in place. We use			

		all feedback to improve our current practice.			
10.3	The relevant entity reports on the findings of relevant reviews to staff and volunteers, community and families and children and young people.	We follow the CSS and have a strong process in place for reporting any findings of relevant reviews.			

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

In complying with Child Safe Standard 11, a relevant entity must, at a minimum, ensure:

Action Areas – Standard 11		What is already in place?	Are there any weaknesses, gaps or improvements needed? What are they?	Responsible Person(s)	Due Date
11.1	Policies and procedures address all Child Safe Standards.	Our policies and procedures address all Child Safe Standards and are centred around child safety and wellbeing, safe and nurturing environments, and warm interactions.			
11.2	Policies and procedures are documented and easy to understand.	Policies and procedures are all documented and easy to understand. They are available for educators and students to access.			
11.3	Best practice models and stakeholder consultation informs the development of policies and procedures.	Stakeholder consultation and feedback is sought when developing policies and procedures.			
11.4	Leaders champion and model compliance with policies and procedures.	Lead educators model compliance with policies and procedures and are quick to address any non-compliance with assistants and relief educators as well as fellow lead educators. This is delivered in a positive manner. The service has a zero tolerance policy for any form of discrimination, disrespect, verbal or physical aggression.			
11.5	Staff and volunteers understand and implement policies and procedures.	All employees are shown the policy handbook and the hiring team go into detail about the policies and the importance of implementing and following these policies. Our approach to organisation and continuity of educators,	Ask staff and students to sign off once they have read and understand the policies and procedures. Create an additional policy handbook so that it can stay in the staff room for access.	All educators and management	Staff meetings 05/09/2023 03/10/2023

		including our relief educators is in line with our service's philosophy, policies and procedures.			
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