

Our Commitment to Keeping Children Safe

Dear families,

You may have seen the recent news about serious incidents involving a childcare worker. These reports are upsetting and have affected families and educators across Australia. They are also an important reminder that keeping children safe must always come first.

At TheirCare, child safety is our number one priority. Most people who work in childcare do the right thing. They care about children and do their jobs with honesty and heart. But we all need to stay alert. Safety does not happen by accident. It takes effort, attention, and action.

What We Are Doing to Keep Children Safe

We have strong systems in place at all our services to help keep children safe:

- Every team member has a Working with Children Check or education department equivalent
- All service leaders also have a National Criminal History Check (even when not required by law)
- First Aid-trained staff are always on site
- All team members complete mandatory reporting training before starting, with regular updates
- Everyone goes through a full TheirCare induction program
- All staff meet the legal qualification requirements for their state or territory

Last month, we checked every staff record to make sure all certificates and training are current and correct.

Building a Culture of Visibility and Reporting

At TheirCare, we believe safety grows stronger when people feel confident to speak up. That's why we're committed to building a culture of openness where families, staff, and children feel safe to share concerns, ask questions, and start conversations.

We want families to know: your voice matters. Whether something feels small or significant, please talk to us. The earlier we hear from you, the more we can support and act.

We also know safety is more than compliance it's care in action. We're taking proactive steps that go beyond what's required. From regular staff audits to new initiatives like the *Red Flag* program and the appointment of a dedicated Child Safety and Compliance Director, we're working to set a high standard and keep improving.

Together, we can create environments where safety, trust, and communication are part of every day.

We Listen to Your Feedback

Families are invited to complete a survey each week. One of the main areas we ask about is safety. I personally review this feedback every week with our leadership team so we can keep improving. We value your voice and encourage you to keep sharing your thoughts with us.



TheirCare
Where Kids love to be!

Our New 'Red Flag' Program

We are launching a new program called *Red Flag*. This will be in place at all services to:

- Help children, families, and staff recognise unsafe behaviour
- Encourage people to speak up early
- Keep safety, honesty, and action as a clear focus.

If you have a concern, you can contact us here:

Phone: 1300 622 163

Email: redflag@theircare.com.au

We are also introducing a new role, a *Child Safety and Compliance Director*, who will work outside our operations team. Their job is to lead and guide our safety efforts with care and accountability.

Supporting Our Team

We are proud of our team. Every day they show up with energy, care, and kindness. Like everyone, they can face challenges or have difficult days. Our role is to support them to do their best.

Many childcare professionals are feeling extra pressure right now because of what is in the news. While it is important to hold people accountable, it is also important to treat others with respect. Most people in this sector are here to nurture and protect children.

To the families who have taken time to thank and support our staff, we appreciate it. Your kind words really do make a difference.

Working Together

Keeping children safe is something we all share. At TheirCare, we will keep listening, improving, and putting safety first.

We will continue to build safe, caring environments for every child. And we will treat each other with kindness and respect as we do it.

Kind regards and with thanks

Michael Abela
Founder and CEO, TheirCare