

STATEMENT.

BLUEY'S WORLD - CHILD SAFETY COMMITMENT



EXTERNAL · v1 · Effective 22 May 2026

OUR COMMITMENT TO CHILD SAFETY

Bluey's World Brisbane is committed to providing a safe, welcoming and respectful environment for children and families.

We want children to feel safe, included and supported while they are with us, and we welcome children of all abilities, backgrounds and family structures. We expect all staff to act professionally and respectfully in child-facing areas. To support that commitment we maintain child-safety policies and procedures, staff training and conduct expectations, prompt response and escalation, lost-child procedures, practical supervision across the venue, and ongoing review of incidents, risks and improvements.

HOW WE OPERATE

Bluey's World Brisbane is a live family entertainment venue, not a childcare service.

Children attend with a parent, guardian, teacher or other responsible accompanying adult. That adult remains responsible for the child's behaviour, care, supervision and safety while onsite.

Bluey's World workers support safe operations, guide families and respond to issues, but do not take over routine supervision of individual children from parents, guardians, teachers or other responsible accompanying adults.

PARENT AND GUARDIAN RESPONSIBILITY

Parents, guardians, teachers and other responsible accompanying adults are expected to actively supervise the children in their care at all times while at Bluey's World.

This includes:

- Keeping children within sight and appropriate reach;
- Helping children follow venue rules and staff directions;
- Stepping in to manage behaviour, distress or support needs;
- Attending promptly if staff ask for assistance; and
- Reporting immediately if a child becomes separated from the family or group.

WHAT FAMILIES CAN EXPECT FROM US

Our staff are committed to:

- Interacting with children in a calm, respectful and age-appropriate way;
- Keeping interactions public, visible and professional;
- Maintaining clear physical and professional boundaries;
- Reporting child-safety concerns promptly; and
- Following venue procedures for lost-child events, safety incidents and escalation.

We take any concern about the conduct of a worker seriously and will act promptly and appropriately, which may include standing the worker down from child-facing duties, disciplinary action, or referral to police or child-safety authorities.

IF YOU HAVE A CONCERN

If you are concerned about the safety or wellbeing of a child while at Bluey's World, please speak with any staff member, supervisor or manager immediately. Children can also speak to any staff member if they have a worry or feel unsafe.

If your concern is about a staff member specifically, you may raise it directly with a manager, or by emailing leadership@blueysworld.com.au.

Urgent safety matters will be escalated without delay. **In an emergency, call 000.** For non-emergency child-safety concerns about a person or organisation, you can also contact Queensland Child Safety Services on 1800 177 135. You can contact them directly at any time, including if your concern is about a member of our team.