

# Announcement: Stride to Speak Up

---

*"See something, say something, do something – because we're proud to be Stride"*

At Stride Early Learning, the safety, wellbeing, and happiness of every child is our highest priority. We believe that creating a nurturing and trustworthy environment is a shared responsibility—one that includes our educators, team members, and our families.

In particular, we see it as a non-negotiable that our team members have the genuine ability to speak up when they see something that they feel is not right, big or small, or that they feel could be done better or differently.

That's why we are pleased to launch '*Stride to Speak Up!*'

Driven by our values, you can be confident that when we see something, we will say something and that something will be done. Why? Because we're proud to be Stride; we are passionate about what we do and why we do it. For us, it's more than just a job. We are passionate about what we do and realise the impact we have in seeing happy, thriving and safe children, learn, play and grow.

## 1. How It Works

### 1.1 Whistle-Blowing Service

We have engaged a confidential third party, Whistle Blowing Services (WBS), to host Stride's employee whistleblowing platform where team members can report issues, big or small, once-off or repeating. Reports can be made anonymously, semi-anonymously (only WBS has their information) or disclose their name. Reports are logged by WBS who will assess them and direct them to the appropriate personnel and decision makers. Progress per report is tracked by WBS and WBS will step in to assist in the event any critical matters are reported, and/or a serious conflict of interest may be managed.

### 1.2 Internal Quarterly Speak Up Forums

Each quarter, we will have quarterly speak up forums, where we address reports and confirm actions taken, actions planned and any other relevant information. This is key in ensuring accountability, and ensuring staff that when we say something will be done – that it will. These meetings will be facilitated by Stride Senior Management and all relevant privacy and confidentiality protocols will be followed; not all matters may be discussed during the forum for this reason, however will be addressed separately.

### 1.3 Speak Up Centre Representative

Each Centre will have a nominated Speak Up Representative who will attend the forum on behalf of their centre, representing their interests and communicating back key information. This ensures the flow of information is smooth and transparent.

### 1.4 Parent and Family Communications

Following each quarterly forum, Stride Senior Management will provide a high-level update to our families so that you're aware of progress, improvements and actions.

## 2. Family Engagement

One thing we are grateful for at Stride, are the positive relationships that our Centre Managers and their teams have with their families. Constructive feedback or raising of complaints is always welcomed, and to ensure we can resolve your concern appropriately and in a timely manner, families are encouraged to speak to their Centre Manager in the first instance for any issues, and follow the usual escalations protocol if required (Area Manager, then GM, Operations).

### 3. Commitment to Our Values

At Stride, we see something, say something because we're proud to be Stride. Why proud? We're proud because of our values, purpose and dedication sees us make a genuinely positive difference in children's lives.

Value	Our Commitments
Total peace of mind	We work together, striving for continuous improvement, safety always and a child's supported journey of discovery, growth and learning.
Anticipate, plan and prepare	We are not a crisis-driven organisation. By identifying actual and potential issues up front, we can resolve small issues quickly and review them systematically, as opposed to letting them fester and become greater issues down the track.
No band-aid solutions	We value smart, simple and creative solutions that focus on speed and quality. When ideas and issues arise, our team are genuine in wanting to resolve them. We seek to understand the core of the issue in order to find a true resolution that considers all perspectives. For some matters, this may require more time; and we know may not be able to resolve everything at once. But we also know the time invested in a planned and prioritised approach is worth it; we know it all ties back to having happier, safer kids, colleagues and community.
Trust	<p>We trust each other to speak up, when we might not be able to. We trust that we have positive intention when we do speak up, knowing we're one team working in unity for the benefit of today's (and tomorrow's) infants and youth.</p> <p>We trust that when we do speak up, we are believed and that reasonable action is taken.</p>
Not just a job	Why do we do this? Because it's not just a job. Stride has the best people who are truly motivated by working with children. We speak up because care and we want to make a difference.
Learning	We learn from our mistakes just like children do. Stride to Speak Up is not about perfection or casting blame, it's about growth. When we 'see something, say something' there is an opportunity to learn and do better, whether that be on a centre-based, company or community scale.
Teamwork	We leverage the power of 'Stride to Speak Up' through collaboration and teamwork. We knowledge-share across teams, using our size to grow from wins and lessons learned, and always striving to do better. Everyone's contribution is respected and recognised. When someone speaks up, we respond with gratitude, seek to understand and look deeper than surface level symptoms. It is us as a team, collectively against the problem at hand.

Fun and friendship

We believe the strength of our business is built on the strength of our relationships as staff and with the families we serve. 'Stride to Speak Up' cannot work if not for our strong and trusting relationships.

Stride to Speak Up isn't just about fixing things, but also bringing new and creative ideas to the table, to ensure everyone's experience is positive, inclusive and rewarding – whether that be kids or colleagues.

Accountability

We speak up because each of us is accountable for the responsibilities that define our roles, and all of our roles contribute to the outcomes achieved at local, company and community levels. No buck-passing or dodging responsibility – we see something, we say something, we do something.

We know it's not always easy, but we know speaking up is always the right option.

#### 4. Frequently Asked Questions (FAQ)

Question	Answer
What can staff make reports about?	Whatever they wish, big or small, once-off or re-occurring.
Will I be notified if there is a report made at my centre?	Not always. While Stride will share high-level updates, some information cannot be shared due to privacy and confidentiality. If a concern is specific to your family, then you would be notified in accordance with the relevant protocols.
Where do families make complaints, or provide suggestions?	Please speak to your Centre Manager in the first instance. Where the matter cannot be resolved, the next point of escalation is the Area Manager followed by GM, Operations.
Should families use this instead of talking to their Centre Manager first?	Stride's success relies on positive and constructive relationships between families, Centre Managers and our teams. This system will not replace the relationship and problem-solving on ground level. Rather, it provides staff another option to speak up. Families are encouraged to raise concerns with their Centre Manager in the first instance.
Are all reports shared at the quarterly Speak Up Forums?	No. Some information cannot be shared due to privacy and confidentiality requirements. These matters would be handled through the appropriate channels, with the support of WBS if required.
If I have questions, who should I ask?	Please speak with your Centre Manager in the first instance who will be happy to help. They will escalate your query if required to the appropriate management team member.