



FAMILY FAQ



A Minecraft server for exploring wellbeing



What is Kookaburra Kids Connect - Creative Worlds?

Kookaburra Kids Connect-Creative Worlds is a closed, facilitated online program using Minecraft to support connection, creativity and wellbeing for Young People. Sessions are structured, moderated and delivered by Kookaburra Kids staff in a safe, private environment.



Is this the same as public Minecraft?

NO. This is a private Kookaburra Kids-only Minecraft world.

- Invitation only
- Same group of Young People each week
- Moderated by trained Kookaburra Kids staff
- No access to public servers or unknown players



How is my child kept safe online?

Kookaburra Kids has strong safeguards in place:

- Closed server with controlled access
- Kookaburra Kids Managed Accounts/Licenses
- Active staff moderation during sessions
- Clear behaviour expectations
- Escalation processes aligned with Kookaburra Kids child safeguarding policies
- eSafety Commissioner guidance embedded into the program



Will staff be watching chat and behaviour?

YES. Kookaburra Kids staff are present throughout sessions to:

- Facilitate activities
- Monitor chat and interactions
- Support Young People
- Intervene early if concerns arise

**This program uses Minecraft but is not an official Minecraft product and is not approved by or associated with Mojang or Microsoft.*



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What if something inappropriate happens?

Any concerns are:

- Addressed immediately during the session
- Recorded and escalated following Kookaburra Kids safeguarding procedures
- Communicated with parents/carers where required



What does my child need to participate?

- A compatible device (PC, laptop, tablet or console depending on version advised)
- Internet connection
- Kookaburra Kids-provided access details
- No public accounts or friend connections are required.



Can my child play Minecraft outside of Kookaburra Kids?

That is a family decision.

If you choose to support this at home here are some key items to consider:

- Safe settings
- Private worlds vs public servers
- Online safety resources
- Minecraft Support



Who do I contact if I have concerns?

- **Program or wellbeing concerns:** Service Delivery Coordinator
- **Technical issues:** Refer to Troubleshooting Guide
- **Immediate safety concerns:** Contact Kookaburra Kids staff/volunteers directly during the session

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TROUBLE-SHOOTING



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Common Technical Issues



Minecraft won't load or connect

- Check internet connection
- Restart device
- Ensure the correct Minecraft version is installed (details provided by Kookaburra Kids)



My child can't access the Kookaburra Kids world

- Confirm they are using the Kookaburra Kids-provided login or invitation
- Check spelling and capitalisation
- Contact AKKF if access still fails



The screen freezes or lags

- Close other apps or programs
- Check Wi-Fi strength
- Rejoin the session if needed



Audio or chat not working

- Check device sound settings
- Ensure microphone permissions are enabled
- Restart Minecraft if needed



Behaviour or wellbeing concerns

If your child:

- Feels uncomfortable
- Reports upsetting interactions
- Appears distressed after a session

Please contact Kookaburra Kids, we want to support both you and your child.

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INFORMATION FOR PARENTS & CARERS



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Minecraft is a safe, closed online program where young people use Minecraft to connect, be creative, have positive social experiences while learning how to nurture their own mental health. Sessions are run by trained Kookaburra Kids staff and take place in a private, moderated environment.

This is not the same as public Minecraft. Young people join an invitation-only Kookaburra Kids world with the same group each week. There is no access to public servers or unknown players. Kookaburra Kids provides and manages the accounts needed, so children do not need their own Minecraft account or external friend connections.

Keeping young people safe online is a key priority. Kookaburra Kids staff are present throughout each session to guide activities, monitor chat and interactions, provide support, and step in early if needed. The program runs on a closed server with controlled access, clear behaviour expectations, and strong safeguarding processes that follow child safety and eSafety guidelines.

To take part, young people simply need a compatible device and an internet connection. Kookaburra Kids provides all login details and instructions. Parents do not need any prior knowledge of Minecraft, guidance and support are provided to participants, along with troubleshooting help if needed.

**To learn more or register a young person
for the pilot program, please contact:
EMAIL@EMAIL.COM**



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OUR COMMITMENT TO CHILD SAFETY



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Child safety and wellbeing is a priority in all processes at Kookaburra Kids including in the recruitment and selection process for our employees and volunteers.

We are committed to the [National Principles for Child Safe Organisations](#) to create environments where the safety and wellbeing of children and young people is at the centre of our thoughts, values and actions. We are building an organisational culture where children and young people, families, communities, and everyone who works with us feels safe and confident to have a say and raise any concerns.

We respect and value the rights of all children and young people and support them to reach their full potential. We recognise that particular consideration needs to be paid to the cultural safety of Aboriginal and Torres Strait Islander children and young people. We also acknowledge the particular needs of children and young people arising from their cultural and linguistic background, sexuality, gender diversity, disability, or as a result of domestic and family violence or other trauma.

Safeguarding children and young people is the responsibility of all Australian Kookaburra Kids Foundation people, including the Board, Executive, leaders, employees, contractors, and volunteers across the whole organisation.

The Australian Kookaburra Kids Foundation adheres to the operating [legislation](#) relevant to each Australian state and territory in which we serve.

Our Commitment to Online Safety

The safety of young people is our priority. Kookaburra Kids delivers online programs within secure, moderated environments supported by strong child safeguarding policies and eSafety-aligned practices.



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