The Child Safe Standards

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Child safety is embedded in organisational leadership, governance and culture

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STANDARD 10
Policies and procedures document how the organisation is child safe

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For more information on the Child Safe Standards or to arrange an information session please visit **ocg.nsw.gov.au**, email **childsafe@ocg.nsw.gov.au** or phone **02 9286 7225**

The Child Safe Standards recommended by the Royal Commission into Institutional Responses to Child Sexual Abuse provide a framework so organisations can create cultures and adopt strategies to keep children safe from harm.

They:

- help drive cultural change in organisations
- are principle-based and outcome-focused
- are flexible enough that they can be adapted by organisations of varying sizes and characteristics
- avoid placing undue burden on organisations
- help organisations address multiple risks
- balance caution and caring
- are a benchmark against which organisations can assess their child safe capability and set performance targets
- are of equal importance and are interrelated

Standard 1

Child safety is embedded in organisational leadership, governance and culture

- The organisation publicly commits to child safety and leaders champion a child safe culture
- Child safety is a shared responsibility at all levels of the organisation
- Risk management strategies focus on preventing, identifying and mitigating risks to children
- Staff and volunteers comply with a code of conduct that sets clear behavioural standards towards children
- Staff and volunteers understand their obligations on information sharing and record keeping

Standard 2

Children participate in decisions affecting them and are taken seriously

- Children are able to express their views and are provided opportunities to participate in decisions that affect their lives
- The importance of friendships is recognised and support from peers is encouraged, helping children feel safe and be less isolated
- Children can access abuse prevention programs and information
- Staff and volunteers are attuned to signs of harm and facilitate child-friendly ways for children to communicate and raise their concerns

Standard 3

Families and communities are informed and involved

- Families have the primary responsibility for the upbringing and development of their child and participate in decisions affecting their child
- The organisation engages in open, two-way communication with families and communities about its child safety approach and relevant information is accessible
- Families and communities have a say in the organisation's policies and practices
- Families and communities are informed about the organisation's operations and governance

Standard 4

Equity is upheld and diverse needs are taken into account

- The organisation actively anticipates children's diverse circumstances and responds effectively to those with additional vulnerabilities
- All children have access to information, support and complaints processes
- The organisation pays particular attention to the needs of Aboriginal and Torres Strait Islander children, children with disability, and children from culturally and linguistically diverse backgrounds

Standard 5

People working with children are suitable and supported

- Recruitment, including advertising and screening, emphasises child safety
- Relevant staff and volunteers have Working With Children Checks
- All staff and volunteers receive an appropriate induction and are aware of their child safety responsibilities, including reporting obligations
- Supervision and people management have a child safety focus

Standard 6

Processes to respond to complaints of child sexual abuse are child focused

- The organisation has a child-focused complaint-handling system that is understood by children, staff, volunteers and families
- The organisation has an effective complaint-handling policy and procedure which clearly outline roles and responsibilities, approaches to dealing with different types of complaints and obligations to act and report
- Complaints are taken seriously, responded to promptly and thoroughly, and reporting, privacy and employment law obligations are met

Standard 7

Staff are equipped with the knowledge, skills and awareness to keep children safe through continual education and training

- Relevant staff and volunteers receive training on the nature and indicators of child maltreatment, particularly organisational child abuse
- Staff and volunteers receive training on the organisation's child safe practices and child protection
- Relevant staff and volunteers are supported to develop practical skills in protecting children and responding to disclosures

Standard 8

Physical and online environments minimise the opportunity for abuse to occur

- Risks in the online and physical environments are identified and mitigated without compromising a child's right to privacy and healthy development
- The online environment is used in accordance with the organisation's code of conduct and relevant policies

Standard 9

Implementation of the Child Safe Standards is continuously reviewed and improved

- The organisation regularly reviews and improves child safe practices
- The organisation analyses complaints to identify causes and systemic failures to inform continuous improvement

Standard 10

Policies and procedures document how the organisation is child safe

- Policies and procedures address all Child Safe Standards
- Policies and procedures are accessible and easy to understand
- Best practice models and stakeholder consultation inform the development of policies and procedures
- Leaders champion and model compliance with policies and procedures
- Staff understand and implement the policies and procedures