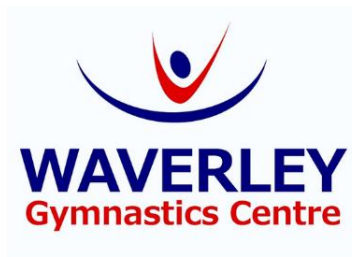


CHILD SAFE COMPLIANCE STATEMENT

February 2025

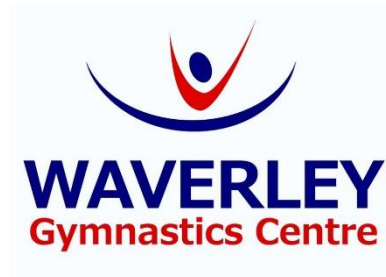


Prepared For:

Waverley
Gymnastics
Centre

1. Background

Waverley Gymnastics Centre (WGC) is a not-for-profit organisation. WGC is committed to the care and wellbeing of all gymnasts, who vary in age and ability. WGC's mission is to enhance lives through gymnastics.



WGC achieves this by assisting each child to reach their full potential through exceptional coaching and programming. WGC strives to provide a child safe, fun, and professional environment. WGC provides the following programs for children and young people:

- Junior Gymnastics (2 - 5 years old)
- Educational Gymnastics (5 – 16 years old)
- Competitive Gymnastics.

1.1. WGC Child Safe Audit

In November 2023, WGC engaged Child Safeguard to undertake a Child Safe Audit of policies, procedures and practices. As part of the review process, Child Safeguard completed the following:

- A review of WGC's key policies, procedures, and documents
- Consultations with WGC staff and Committee Members
- Design and analysis of 3 surveys for:
 - Staff
 - Parents
 - Gymnasts.
- Site Visits to Oakleigh and Glen Waverley facilities.

1.2. Development of Child Safe Policy Framework

As part of this project, Child Safeguard was also engaged to develop key Child Safe Documents including:

- *Child Safety and Wellbeing Policy*
- *Child Safe Code of Conduct*
- *Child Safe Complaints Handling Procedure.*

1.3. Evidence Based Approach

Child Safeguard's approach is driven by expertise in child protection law and cutting-edge knowledge of Child Safeguarding Best Practices.

The 10 Child Safe Standards

The Royal Commission's 10 Child Safe Standards are essential elements to creating a Child Safe Organisation.¹ The Child Safe Standards provide guidance to child-related organisations on practices and outcomes.

Victoria's Child Safe Standards

Child-related organisations in Victoria, including WGC, are required to embed Victoria's 11 Child Safe Standards through systems, policies, and processes. Compliance with the Standards is a requirement under the ***Child Wellbeing and Safety Act 2005 (Vic)*** and is regulated by the **Commission for Children and Young People (CCYP)**.

Table 1: Victoria's 11 Child Safe Standards

Standard 1	Organisations establish a culturally safe environment in which the diverse and unique identities and experiences of Aboriginal children and young people are respected and valued.
Standard 2	Child safety and wellbeing is embedded in organisational leadership, governance and culture.
Standard 3	Children and young people are empowered about their rights, participate in decisions affecting them and are taken seriously.
Standard 4	Families and communities are informed and involved in promoting child safety and wellbeing.
Standard 5	Equity is upheld and diverse needs respected in policy and practice.
Standard 6	People working with children and young people are suitable and supported to reflect child safety and wellbeing values in practice.
Standard 7	Processes for complaints and concerns are child focused.
Standard 8	Staff and volunteers are equipped with the knowledge, skills and awareness to keep children and young people safe through ongoing education and training.
Standard 9	Physical and online environments promote safety and wellbeing while minimising the opportunity for children and young people to be harmed.
Standard 10	Implementation of the Child Safe Standards is regularly reviewed and improved.
Standard 11	Policies and procedures document how the organisation is safe for children and young people.

¹ Royal Commission into Institutional Responses to Child Sexual Abuse, Recommendation 6.5.

Understanding the Child Safe Standards

The Child Safe Standards are underpinned by the United Nations Convention on the Rights of the Child. In adhering to Article 3 of the Convention, all organisations should act within the best interests of the child as a primary consideration.² WGC should understand the Child Safe Standards in the following terms:

- All standards are equally important and are interrelated
- They act as a benchmark to assess the child safe capacity of WGC and to set performance targets
- They should be considered in a holistic manner and not in isolation
- They should be customised to WGC and implemented in a flexible way.³

Implementing the Child Safe Standards

The Audit process is guided by the Royal Commission's practical guidance for implementing the Child Safe Standards⁴ and the Victorian *Guide for Creating a Child Safe Organisation*.⁵ Child Safeguard provides the following breakdown of the Royal Commission's practical guidance on implementing the Child Safe Standards:

- **Child Safe Standards** – The 10 Child Safe Standards articulate the key elements of a Child Safe Organisation.⁶
- **Core Components** – The central characteristics of each Child Safe Standard.
- **Indicators** – The initiatives, actions and practices that enable organisations to meet the Core Components.

² Royal Commission into Institutional Responses to Child Sexual Abuse, Recommendation 6.4.

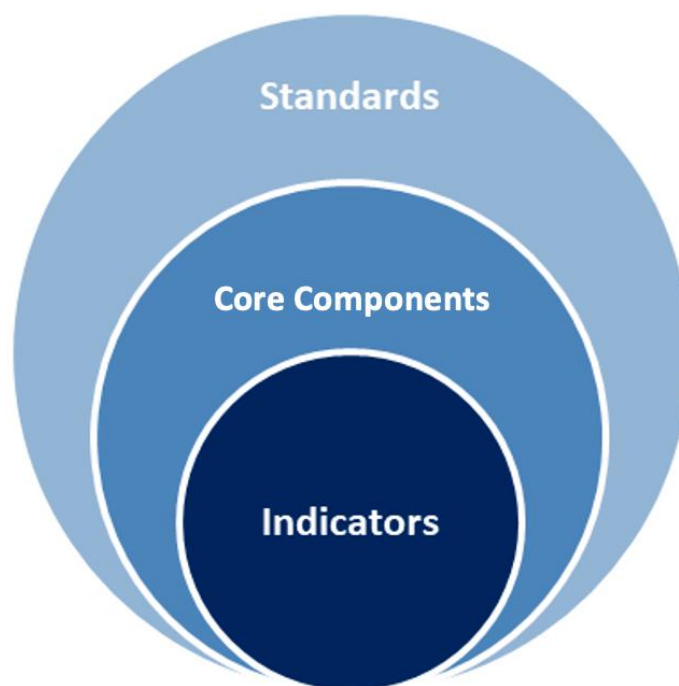
³ Royal Commission into Institutional Responses to Child Sexual Abuse, *Making Institutions Child Safe: Volume 6*, 2017, pp 13-14.

⁴ Royal Commission into Institutional Responses to Child Sexual Abuse, *Making Institutions Child Safe: Volume 6*, 2017, Appendix A.

⁵ Commission for Children and Young People, *A Guide for Creating a Child Safe Organisation*, Version 5.0, April 2022.

⁶ Royal Commission into Institutional Responses to Child Sexual Abuse, Recommendation 6.5.

Figure 1: Levels of implementation of Child Safe Standards



Accordingly, we have tested the level of compliance of WGC’s policies, procedures, and practices against the 10 Child Safe Standards and Victoria’s 11 Child Safe Standards.

1.4. Child Safe Audit Process

Stage 1 – Review

Child Safeguard assessed WGC’s policies, procedures and practices in relation to its overall compliance with each Child Safe Standard. We used a 3-point **Compliance Assessment Scale** in our assessment of compliance:

Table 2: Compliance Assessment Scale

Compliant	Requires Improvement	Non-compliant
The organisation satisfies indicator requirements.	The organisation has not adequately met the requirements of the indicator. The organisation has either commenced addressing the indicator or is in process of updating compliance.	The organisation has not demonstrated sufficient evidence of meeting the requirements of the indicator.

Document Review

Child Safeguard carried out a targeted document review.

Child Safe Survey

Child Safeguard developed 3 separate surveys for staff, parents, and gymnasts. The survey results provided valuable insights and an indication of child safe competence in key child protection areas.

Consultations

Child Safeguard carried out 13 consultations with staff members and Committee Members online, in November and December 2023. Child Safeguard gained key insights from the consultations about child safe practices at WGC.

Stage 2 – Report

We synthesised the information and data collated to produce our Audit Report.

2. Compliance Review

We completed a compliance review in December 2024 to assess WGC's compliance levels following the implementation of the Audit Recommendations. The outcome of the Compliance Review is provided as follows:

- **Figure 2:** WGC's Compliance Levels
- **Figure 3:** Ongoing Compliance Actions.

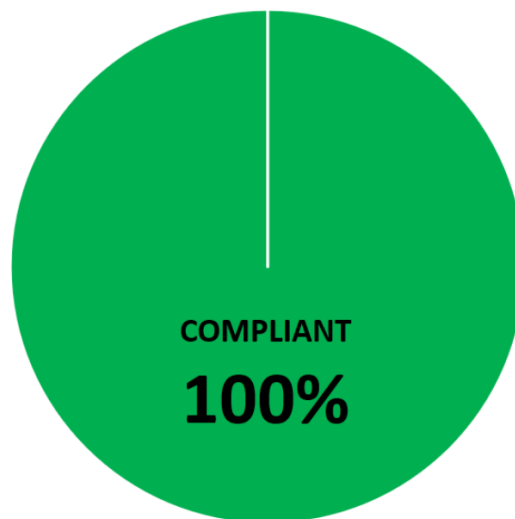
Figure 2: WGC's Compliance Levels

WGC's Compliance Levels

Child Safeguard assessed WGC's compliance against the National / Victorian Child Safe Standards in accordance with a 3-point scale.

The Pie Chart below provides a breakdown of WGC's **compliance levels** from December 2024. WGC is **100% compliant**, as **at 23 December, 2024**, pending the implementation of ongoing actions outlined in the table on the following page.

Compliance as at 23 December 2024



	December 2024
Compliant	100%
Requires Improvement	0%
Non-Compliant	0%



Figure 3: Ongoing Compliance Actions

Ongoing Compliance Actions

WGC is required to implement the compliance actions outlined below in 2025.

Ongoing Compliance Actions
1. Child Safe Training & Education
<ul style="list-style-type: none"> All full-time and part-time staff to complete: <ul style="list-style-type: none"> WGC Child Safety & Wellbeing Induction Play by the Rules (PBTR) Safeguarding Children and Young People in Sport Induction online training.
<ul style="list-style-type: none"> Engage external child safety experts to deliver specific training to staff.
2. Catering to Diverse Needs
<p>Provide staff with resources and/or training opportunities to support children’s participation across all programs at WGC, including:</p> <ul style="list-style-type: none"> February 2025: <i>Special Olympics – An Introduction to Autism Spectrum Disorder</i> will be delivered to WGC’s 1:1 / inclusion coaches, as part of their ongoing training. This will become a requirement for all new inclusion coaches.
3. Child Safe Reviews
<ul style="list-style-type: none"> Internal Child Safe Audits conducted annually to measure compliance with the Child Safe Standards.
<ul style="list-style-type: none"> External audits conducted every 2 years to measure compliance with the Child Safe Standards.

3. Assessment of Compliance with Child Safe Standards

Table 3 contains a complete assessment of WGC’s compliance with each Core Component of the 10 Child Safe Standards. WGC’s compliance level (compliant, requires improvement, or non-compliant) is assessed in accordance with the indicators outlined in the table. Compliance levels are current as of **23 December 2024**, and pending completion of ongoing compliance actions outlined in **Figure 3: Ongoing Compliance Actions**.

Table 3: Assessment of Compliance

Standard 1. Child safety is embedded in organisational leadership, governance, and culture				
Core Component 1.1. The organisation publicly commits to child safety and leaders champion a child safe culture.		Compliant	Requires Improvement	Non-Compliant
The organisation:				
1.1.1.	Explains in publicly available information how the organisation is meeting its commitment to child safety and welcomes feedback.	✓		
1.1.2	Addresses child safety in duty statements and performance agreements for all staff, including senior leaders and board members.	✓		
1.1.3.	Raises staff awareness about obligations to protect the safety and wellbeing of children within a broader context of supporting children’s rights.	✓		
1.1.4.	Establishes and maintains a workplace culture of respect for children regardless of their individual characteristics, cultural backgrounds, and abilities.	✓		
1.1.5.	Lists child safety as a standing meeting agenda item.	✓		
Core Component 1.2. Child Safety is a shared responsibility at all levels of the organisation.		Compliant	Requires Improvement	Non-compliant
1.2.1.	To embed this responsibility in the organisation’s culture, children’s cultural safety is addressed in the organisation’s policies and procedure.	✓		
1.2.2.	To embed this responsibility in the organisation’s culture, information about child safety is accessible, and regularly promoted. Further, staff, volunteers, children, and families are encouraged to raise safety issues without fear of retribution.	✓		

1.2.3.	To embed this responsibility in the organisation's culture, staff, volunteers, children, and families should report that they know that child safety is everyone's responsibility, and they feel empowered to have a say in and influence decisions about child safety.	✓		
1.2.4.	Leaders of the organisation inform themselves about all aspects of child safety.	✓		
1.2.5.	Leaders of the organisation model and foster a commitment to child safe practices.	✓		
1.2.6.	Leaders of the organisation set accountabilities for child safe principles at all levels of the organisation's governance structure.	✓		
1.2.7.	Leaders of the organisation understand the problem of child abuse.	✓		
1.2.8.	Leaders of the organisation foster a culture that supports anyone to disclose safely their concerns about harm to children.	✓		
1.2.9.	Leaders of the organisation appoint to the organisation's board a Child Safe Trustee or Children's Champion who is willing and able to advocate on behalf of children, and a Child Protection Coordinator who reports to the executive about the organisation's child safe performance.	✓		
1.2.10.	Staff are made aware of their responsibilities through duty statements that identify roles and responsibilities (including child safety) for all positions.	✓		
1.2.11.	Staff are made aware of their responsibilities through an organisational chart that shows lines of authority, reporting and accountability for each position.	✓		
Core Component 1.3. Risk management strategies focus on preventing, identifying, and mitigating risks to children. The organisation's risk management strategy:		Compliant	Requires Improvement	Non-compliant
1.3.1.	Is developed from a clear, evidence-informed concept of potential intentional and unintentional risks to children in an organisation's specific setting. For child abuse, it requires knowing the characteristics of abusers and victims, and how, when and where abuse tends to occur.	✓		
1.3.2.	Has a prevention focus that addresses child-safety.	✓		
1.3.3.	Has appropriate controls to identify, assess and address risks.	✓		
1.3.4.	Considers increased risk with specific roles and activities, and children with heightened vulnerability, but does not discourage positive relationships between adults and children, and healthy child development.	✓		
1.3.5.	Attends more closely to risk in situations where staff have roles that involve working alone with children or without supervision; in private settings; in intimate care routines or situations with children (for example, bathing, dressing, or counselling and guidance); and in leading or supervising others in child safety roles.	✓		

Core Component 1.4. Staff and volunteers comply with a code of conduct that sets clear behavioural standards towards children. The organisation's code of conduct:		Compliant	Requires Improvement	Non-compliant
1.4.1	Applies to all staff and volunteers, including senior leaders and board members.	✓		
1.4.2.	Clearly describes acceptable and unacceptable behaviour of staff members towards children (for example, by illustrating behaviours with relevant examples).	✓		
1.4.3.	Is communicated effectively to all staff.	✓		
1.4.4.	Requires signed acknowledgement by all staff and volunteers.	✓		
1.4.5.	Is published, accessible to everyone within the organisation (including children and families) and communicated throughout the organisation using a range of modes and mechanisms.	✓		
1.4.6.	If breached, requires a prompt response, and includes clearly documented response mechanisms, on a continuum from remedial education and counselling through to suspension, termination, and official reports.	✓		
Core Component 1.5. Staff and volunteers understand their obligations on information sharing and record-keeping. Within the organisation:		Compliant	Requires Improvement	Non-compliant
1.5.1	Staff and volunteers are aware of and understand their obligations in relation to data collection, information sharing and record-keeping.	✓		
1.5.2.	Records are stored in accordance with best practice principles for access and use.	✓		
Standard 2. Children participate in decisions affecting them and are taken seriously				
Core Component 2.1. Children are able to express their views and are provided opportunities to participate in decisions that affect their lives. The organisation:		Compliant	Requires Improvement	Non-compliant
2.1.1.	Ask children to participate and talk about the things that affect their lives, including their safety.	✓		
2.1.2.	Embed children's participation into organisational practices, for example, by providing opportunities for children to participate in decisions that affect their lives.	✓		
2.1.3.	Match participation methods to the age, capabilities and cultural background of the children, and the type of organisation.	✓		
2.1.4.	Create opportunities for children to be involved in organisational governance, while also being honest with children about the extent of their involvement and giving children feedback on how their views have been actioned by the organisation.	✓		

2.1.5.	Plan formal and informal times and activities for information sharing and discussion with children about broad organisational issues and/or decisions.	✓		
2.1.6.	Provide opportunities for children to give feedback to the organisation, including anonymous surveys and/or suggestion boxes.	✓		
Core Component 2.2. The importance of friendships is recognised and support from peers is encouraged, helping children feel safe and be less isolated. The organisation:		Compliant	Requires Improvement	Non-compliant
2.2.1.	Recognise the importance of children's friendships and peer support in helping children feel safe and be less isolated.	✓		
2.2.2.	Actively support children to develop and sustain friendships.	✓		
2.2.3.	Provide children with education about safe and respectful peer relationships, including through social media.	✓		
Core Component 2.3. Children can access child abuse prevention programs and information. The organisation:		Compliant	Requires Improvement	Non-compliant
2.3.1.	Provide children with access and referral to educational programs on child protection appropriate to their age, ability, and level of understanding.	✓		
2.3.2.	Openly display contact details for independent child advocacy services and child helpline telephone numbers and explains their use to children.	✓		
2.3.3.	Arrange appropriate referrals or support for children.	✓		
Core Component 2.4. Staff and volunteers are attuned to signs of harm and facilitate child-friendly ways for children to communicate and raise their concerns. The organisation:		Compliant	Requires Improvement	Non-compliant
2.4.1.	Establish mechanisms that enable children to raise any complaints safely.	✓		
2.4.2.	Provide staff with resources and/or training opportunities to support children's participation.	✓		
2.4.3.	Require staff to be vigilant to signs of harm and routinely check to see if children are okay.	✓		
2.4.4.	Provide child-focused and inclusive complaint-handling processes.	✓		
2.4.5.	Allow sufficient time, opportunity, and appropriate support for children with disability to raise concerns.	✓		
2.4.6.	Draw on a culturally diverse workforce to nurture and support children's diverse needs and cultural safety.	✓		

2.4.7.	Ensure sufficient time to build healthy relationships between staff, volunteers, and children.	✓		
Standard 3. Families and communities are informed and involved				
Core Component 3.1. Families have the primary responsibility for the upbringing and development of their child and participate in decisions affecting their child. The organisation:		Compliant	Requires Improvement	Non-compliant
3.1.1.	Support families to take an active role in monitoring children’s safety across organisations.	✓		
3.1.2.	Clearly describe the roles and responsibilities of parents and carers to ensure the safe participation of children.	✓		
3.1.3.	Keep families informed of progress and actions relating to any complaint and discusses matters with families and carers in accordance with the law.	✓		
3.1.4.	If it has specific expertise, may take a leadership role in raising community awareness of child abuse in organisational contexts.	✓		
Core Component 3.2. The organisation engages in open, two-way communication with families and communities about its child safety approach and relevant information is accessible. The organisation:		Compliant	Requires Improvement	Non-compliant
3.2.1.	Ensure families have seen/read information stating the organisation’s commitment to child safety and detailing actions it will take to meet this commitment.	✓		
3.2.2.	Ensure families know where to find the organisation’s code of conduct and child safe policies and procedures (these may be transmitted in fact sheets, information sessions or apps).	✓		
3.2.3.	Ensure families know how, when and to whom complaints should be made.	✓		
3.2.4.	Use multiple strategies and modes for communicating organisational policies and activities with families.	✓		
3.2.5.	Ensure organisational communications are publicly available, current, clear, timely, and delivered in multiple modes and formats as appropriate to a diverse stakeholder audience, taking into account cultural relevance and different levels of English language skills	✓		
3.2.6.	Allow sufficient time to establish a rapport with families and communities, particularly for children with heightened vulnerability.	✓		
3.2.7.	Identify barriers to communication and enacts specific strategies to overcome them.	✓		
Core Component 3.3. Families and communities have a say in the organisation’s policies and practices. The organisation consults families and communities on:		Compliant	Requires Improvement	Non-compliant
3.3.1.	The development of organisational policies and practices.	✓		

3.3.2.	Organisational decisions, where feasible and appropriate.	✓		
Core Component 3.4. Families and communities are informed about the organisation's operations and governance. The organisation ensures families are aware of the:		Compliant	Requires Improvement	Non-compliant
3.4.1.	Organisation's leadership team and their roles.	✓		
3.4.2.	Roles and responsibilities of the staff delivering services directly to their children.	✓		
Standard 4. Equity is upheld and diverse needs are taken into account				
Core Component 4.1. The organisation actively anticipates children's diverse circumstances and backgrounds and responds effectively to those with additional vulnerabilities. The organisation:		Compliant	Requires Improvement	Non-compliant
4.1.1.	Learns about circumstances and experiences that increase a child's vulnerability to harm or abuse in organisational contexts.	✓		
4.1.2.	Understands barriers that prevent children from disclosing abuse or adults from recognising children's disclosures, with particular attention to children's cultural contexts, languages, cognitive capabilities, and communication needs.	✓		
4.1.3.	Takes action to minimise barriers to disclosure.	✓		
4.1.4.	Focuses particular attention on safety in closed or segregated environments, such as out-of-home care, boarding schools, youth detention, some religious organisations, specialist education facilities and disability support settings.	<i>-- Not Applicable --</i>		
4.1.5.	Consults with a range of stakeholders from diverse backgrounds and with the necessary expertise (including children, families, and communities) in developing organisational strategies for addressing all of the Child Safe Standards.	✓		
Core Component 4.2. All children have access to information, support, and complaints processes. The organisation:		Compliant	Requires Improvement	Non-compliant
4.2.1.	Recognise and respects diverse backgrounds, identities, needs and preferences.	✓		
4.2.2.	Provide culturally safe and culturally responsive child-friendly services.	✓		
4.2.3.	Use translation services and bicultural workers with knowledge of child abuse issues particularly to facilitate disclosure, reporting and complaint handling.	✓		
4.2.4.	Provide accessible information in multiple formats for individuals with different levels of English literacy and proficiency, modes of communication, languages, and cognitive abilities.	✓		

4.2.5.	Access external expert advice when required, such as cultural advice or disability support	✓		
Core Component 4.3. 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.		Compliant	Requires Improvement	Non-compliant
4.3.1.	Strives for a workforce that reflects diversity of cultures, abilities, and identities.	✓		
4.3.2.	Implements awareness training as part of induction and ongoing staff education, with specific content related to Aboriginal and Torres Strait Islander children, children with disability, children from culturally and linguistically diverse backgrounds, and others with particular experiences and needs.	✓		
4.3.3.	Makes clear reference in its policies and procedures to additional considerations related to Aboriginal and Torres Strait Islander cultures, disability, culturally and linguistically diverse backgrounds, and other experiences and needs.	✓		
4.3.4.	Implements and monitors the outcomes of specific strategies tailored to the needs of Aboriginal and Torres Strait Islander children, children with disability, and children from culturally and linguistically diverse backgrounds, to ensure their safety and participation in the organisation.	✓		
Standard 5. People working with children are suitable and supported				
Core Component 5.1. Recruitment, including advertising and screening, emphasises child safety		Compliant	Requires Improvement	Non-compliant
5.1.1.	Employment advertising packages include: <ul style="list-style-type: none"> a. the organisation’s statement of commitment to being a child safe organisation b. the organisation’s code of conduct, child safe policy and procedures c. specific selection criteria concerning attitudes to and application of child safety measures to which applicants must respond d. job descriptions and duty statements that set clear expectations about child safety, including induction and training. 	✓		
5.1.2.	Recruitment, selection, and screening procedures: <ul style="list-style-type: none"> a. show clearly documented recruitment procedures and processes. b. verify applicants’ identity, qualifications, and professional registration. c. involve children and/or families where feasible and appropriate. d. include thorough and structured interviews that include: <ul style="list-style-type: none"> i. providing clear information to applicants about the organisational commitment ii. assessing the values, motives and attitudes of job applicants who will work directly with children iii. establishing why the applicant is leaving their current job; and iv. thoroughly assessing the applicant’s professional experience, qualifications, and competence to work with children. 	✓		

	<ul style="list-style-type: none"> e. include stringent and careful reference checks: <ul style="list-style-type: none"> i. involving direct conversations with at least two professional referees ii. including the applicant's current or most recent employer iii. ascertaining, where possible, the applicant's attitudes and behaviours in previous child-related roles; and iv. ascertaining whether the applicant has ever been involved in any complaint processes. f. check that staff have formal qualifications commensurate with their role and responsibilities or are informed they will be expected to engage with and qualify in relevant study. g. encourage a culturally diverse workforce to nurture and support children's cultural safety. h. ensure human resources staff and interview panels have the appropriate education and training to dispense their obligations appropriately and effectively. i. are followed by recruitment agencies, labour suppliers, contractors, and volunteers. 			
Core Component 5.2. Relevant staff and volunteers have Working With Children Checks. The organisation:		Compliant	Requires Improvement	Non-compliant
5.2.1.	Requires staff and volunteers to undertake screening procedures including criminal history checks to assess a person's fitness to work with children as specified in law (for example, Working with Children Checks).	✓		
5.2.2.	Builds in allowance for verification/status checks and revalidation.	✓		
Core Component 5.3. All staff and volunteers receive an appropriate induction and are aware of their child safety responsibilities, including reporting obligations. The organisation's induction for new staff and volunteers:		Compliant	Requires Improvement	Non-compliant
5.3.1.	Is a documented process and tracked through a register for new staff.	✓		
5.3.2.	Occurs immediately after appointment and, ideally, before work with children begins.	✓		
5.3.3.	Provides instruction on: <ul style="list-style-type: none"> a. children's rights b. respect for children regardless of their individual characteristics, cultural backgrounds, and abilities c. the code of conduct and child safe policies and procedures d. strategies that identify, assess, and minimise risk to children e. how to respond to a disclosure from a child f. complaints processes, including how to respond to a complaint about behaviour towards children g. reporting obligations (including mandatory reporting) and procedures including format, content, and 	✓		

	destinations for reports; and h. protections for whistle-blowers.			
5.3.4.	Is more detailed for staff working in roles and situations with higher risk, for example, with children who may be more vulnerable to maltreatment.	✓		
5.3.5.	Is reviewed regularly.	✓		
Core Component 5.4. Supervision and people management have a child safety focus. The organisation's people management includes:		Compliant	Requires Improvement	Non-compliant
5.4.1.	A probationary employment period for new staff and volunteers, to allow time to assess suitability to the position.	✓		
5.4.2.	Regular reviews of staff and volunteer performance, including adherence to the code of conduct and child safe policies and procedures.	✓		
5.4.3.	Opportunities to formally or informally raise concerns about harm or risk of harm to children.	✓		
5.4.4.	Appropriate responses to concerns about performance in the organisation's code of conduct.	✓		
5.4.5.	Feedback on staff performance from children and/or families, where feasible and appropriate.	✓		
5.4.6.	A structure and process for professional supervision and support.	✓		
Standard 6. Processes to respond to complaints of child abuse are child focused				
Core Component 6.1. The organisation has a child-focused complaint-handling system that is understood by children, staff, volunteers, and families. The organisation:		Compliant	Requires Improvement	Non-compliant
6.1.1.	Ensure children, staff, volunteers, and families know who to talk to if they are worried or are feeling unsafe.	✓		
6.1.2.	Take all complaints seriously and responds promptly and appropriately, as detailed in clear procedures.	✓		
6.1.3.	Have an open culture that supports safe disclosure of risks of harm to children.	✓		
6.1.4.	Provide information in accessible, age-appropriate, and meaningful formats to children and families who use the service, mindful of their diverse characteristics, cultural backgrounds, and abilities.	✓		
6.1.5.	Offer a variety of avenues for children to make complaints.	✓		
6.1.6.	Provide information about its complaint-handling process, including how to make a complaint and what to expect.	✓		

Core Component 6.2. 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. The organisation's Complaint-Handling Policy includes:		Compliant	Requires Improvement	Non-compliant
6.2.1.	Approaches to dealing with different types of complaints, including concerns, suspicions, disclosures, allegations, and breaches.	✓		
6.2.2.	Links to the code of conduct and definitions of various forms of abuse, including sexual abuse and misconduct.	✓		
6.2.3.	Actions to be taken where the subject of a complaint is a staff member, volunteer, parent, another child, or person otherwise associated with the organisation.	✓		
6.2.4.	Detailed guidance on how organisational members (including senior management, supervisors, staff, and volunteers) should respond to allegations, including steps for reporting externally as required by law and/or the complaint-handling policy.	✓		
6.2.5.	Communication, referral and support mechanisms for staff, volunteers, children, and their families.	✓		
6.2.6.	Approaches to dealing with situations in which a child may cause abuse-related harm to another child.	✓		
6.2.7.	A clear commitment that no one will be penalised or suffer adverse consequences for making a complaint.	✓		
Core Component 6.3. Complaints are taken seriously, responded to promptly and thoroughly, and reporting, privacy and employment law obligations are met. When a complaint is made, the organisation can show that:		Compliant	Requires Improvement	Non-compliant
6.3.1.	Children are consulted and have input into the design of a complaint process and access to a support person at all times.	✓		
6.3.2.	Responses are quick and thorough and relevant people are kept informed of the progress, outcomes, and resolution of the complaint.	✓		
6.3.3.	Cooperation occurs with investigating authorities, including police.	✓		
6.3.4.	Personal information arising from complaints is treated in accordance with the law.	✓		
6.3.5.	Effective record-keeping practices are used in accordance with the law.	✓		
6.3.6.	All complaints are documented regardless of whether the complaint meets statutory reporting thresholds.	✓		

Standard 7. Staff and volunteers are equipped with the knowledge, skills, and awareness to keep children safe through continual education and training				
Core Component 7.1. Relevant staff and volunteers receive training on the nature and indicators of child maltreatment, particularly organisational child abuse		Compliant	Requires Improvement	Non-compliant
7.1.1.	Training is culturally responsive to the needs of Aboriginal and Torres Strait Islander, migrant, refugee and multi-faith communities and to the needs of people with disability; for example, by being delivered jointly by bilingual and/or bicultural workers and interpreters.	✓		
7.1.2.	Training is evidence based and provided by expert trainers relevant to the organisational context.	✓		
7.1.3.	Training resources and tools are consistent, simple, accessible, and easy to use. Materials are tailored to meet the needs of the particular organisation with respect to individual characteristics, cultural backgrounds and abilities, and the roles of workers and volunteers.	✓		
7.1.4.	Training covers specific topics including: <ul style="list-style-type: none"> a. child rights and children’s perceptions of what makes an organisation safe b. respect for children, regardless of their individual characteristics, cultural backgrounds, and abilities c. the indicators of child abuse d. how to respond to indicators and disclosures of child abuse e. definitions and examples of child abuse and grooming/manipulation f. the characteristics of victims, offenders and risky environments and situations g. combating stereotypes of both victims and offenders; and h. understanding and responding to harmful behaviours by a child towards another child. 	✓		
7.1.5.	Methods used in training include presentation of information, interactive discussion, values clarification, worked examples, role play and feedback.	✓		
7.1.6.	Training programs are regularly and externally reviewed including in response to the emerging evidence base.	✓		
Core Component 7.2. Staff and volunteers receive training on the organisation’s child safe practices and child protection. Training on the organisation’s policies and practices:		Compliant	Requires Improvement	Non-compliant
7.2.1.	Is provided to all staff and volunteers on induction and through frequent refresher training (for example, annually).	✓		
7.2.2.	Includes records of participation to ensure all personnel attend training sessions.	✓		

7.2.3.	Covers organisational risk management, code of conduct, child safe policies and procedures, including specific information on reporting obligations, complaints mechanisms and protections.	✓		
7.2.4.	Includes examples of where, when, how, to whom and by whom child abuse can occur in organisational settings.	✓		
Core Component 7.3. Relevant staff and volunteers are supported to develop practical skills in protecting children and responding to disclosures. The organisation:		Compliant	Requires Improvement	Non-compliant
7.3.1.	Provides more detailed training for staff working in roles and situations with higher risk, such as closed or segregated settings or with children who may be more vulnerable to maltreatment.	✓		
7.3.2.	Provides training that empowers staff with the knowledge and competencies to identify risks, prevent child abuse, report complaints, and respond appropriately.	✓		
7.3.3.	Trains senior leaders, supervisors and staff engaged in recruitment processes to be alert to signs of unusual attitudes towards children (for example, if applicants profess to have 'special relationships' with children, disagree with the need for rules about child protection, or have a desire to work with children that seems focused on meeting their own psychological or emotional needs).	✓		
7.3.4.	Provides advanced training for senior leaders and supervisors and children's champions.	✓		
7.3.5.	Briefs all staff and volunteers on how to respond to children who disclose through a variety of mechanisms.	✓		
7.3.6.	Provides training that prepares staff to respond to critical incidents, such as complaints of child abuse.	✓		
Standard 8. Physical and online environments minimise the opportunity for abuse to occur				
Core Component 8.1. Risks in the online and physical environment are identified and mitigated without compromising a child's right to privacy and healthy development. To minimise risks, the organisation:		Compliant	Requires Improvement	Non-compliant
8.1.1.	Have effective natural surveillance with few out-of-the-way places, taking into account children's right to privacy.		-- Not Assessed --	
8.1.2.	Have routine movements of responsible adults to provide formal and informal line-of-sight supervision.		-- Not Assessed --	
8.1.3.	Would have rooms with large, unobstructed windows or observation panels (including for sensitive places such as principals', chaplains', or counsellors' rooms).		-- Not Assessed --	
8.1.4.	Would have surveillance equipment (for example, CCTV) installed in high-risk environments where natural surveillance is not feasible, taking into account children's right to privacy and complying with sector standards.		-- Not Assessed --	
8.1.5.	Would have consultation with children about physical and online environments and what makes them feel safe.	✓		

8.1.6.	Would have consideration of the age, gender mix and vulnerabilities of children in the setting.	✓		
8.1.7.	Would have random checks of obstructed and out-of-the-way locations (for example, dressing rooms, first-aid rooms, or sporting grounds away from main buildings).	-- Not Assessed --		
8.1.8.	Would have open discussions of children's safety, the nature of organisational activities, the quality of equipment and the physical environment.	✓		
8.1.9.	Would have a strong prevention and awareness focus, by educating children, parents, staff, volunteers and the organisation's stakeholder community about online safety and security.	✓		
Core Component 8.2. The online environment is used in accordance with the organisation's code of conduct and relevant policies. The organisation:		Compliant	Requires Improvement	Non-compliant
8.2.1.	Routinely monitors the online environment, reporting breaches of its code of conduct or child safe policies in accordance with the organisation's complaint-handling processes.	✓		
8.2.2.	Reports serious online offences to police in accordance with mandatory reporting obligations.	✓		
8.2.3.	Provides education and training about the online environment that is consistent with its code of conduct and child protection and other relevant policies and addresses the use of mobile phones and social media.	✓		
Standard 9. Implementation of the Child Safe Standards is continuously reviewed and improved				
Core Component 9.1. The organisation regularly reviews and improves child safe practices. The organisation:		Compliant	Requires Improvement	Non-compliant
9.1.1.	Regularly reviews and records its implementation of the Child Safe Standards, including improvement mechanisms.	✓		
9.1.2.	Is regularly audited for all of the Child Safe Standards, either internally or externally by an independent, specialist agency.	✓		
9.1.3.	Maintains a culture of awareness to ensure that policies and practices are implemented and routinely reviewed, even though staffing may change.	✓		
Core Component 9.2. The organisation analyses complaints to identify causes and systemic failures to inform continuous improvement. The organisation:		Compliant	Requires Improvement	Non-compliant
9.2.1.	Undertakes a careful and thorough review to identify the root cause of the problem, any systemic issues (including failures), remaining organisational risks and improvements to organisational policies and practices. This is undertaken as soon as a complaint is made, and again when it is finalised.	✓		
9.2.2.	May consider employing an external expert or agency to offer an independent case review, which should be underpinned by the following key features: a. a preventive, proactive and participatory approach to ensure everyone understands, and has confidence in, the organisation's child safety approach	✓		

	b. accountability for maintaining child safe policies and practices that are communicated, understood, and accepted at all levels of the organisation			
9.2.3.	Can show the ways in which policies and practices have changed, when the need for improvement is identified.	✓		
9.2.4.	If serving children who are at risk, more vulnerable or hard to reach, gives attention to the evolving evidence base in relation to the safety of all children, being mindful of their individual characteristics, cultural backgrounds, and abilities.	-- Not Applicable --		
9.2.5.	If employing staff in roles that involve working either alone or without supervision with children, or in intimate care situations with them, gives attention in the organisation's review and continuous improvement process to the evolving evidence base in relation to effective risk management in these contexts.	-- Not Applicable --		
Standard 10. Policies and procedures document how the organisation is child safe				
Core Component 10.1. Policies and procedures address all Child Safe Standards		Compliant	Requires Improvement	Non-compliant
10.1.1	The organisation's policies and procedures incorporate the intent of all child safe standards to ensure the best interests of children are placed at the heart of their operation and central to their purpose.	✓		
Core Component 10.2. Policies and procedures are accessible and easy to understand. The organisation's child safe policies and procedures are:		Compliant	Requires Improvement	Non-compliant
10.2.1.	Readily and publicly accessible (for example, there is a link to them from the organisation's website home page that is no more than three clicks from the home page or available on public noticeboards).	✓		
10.2.2.	Downloadable or available as a single Word or PDF document.	✓		
10.2.3.	Provided to staff and volunteers at induction and communicated further via education and training.	✓		
10.2.4.	Ideally available in multiple modes for individuals with different levels of English literacy and proficiency, modes of communication and access to digital technologies (for example, multiple languages/dialects, visual aids/posters, audio- and audio-visual resources).	✓		
10.2.5.	Ideally available in developmentally appropriate formats that pay attention to children's diverse characteristics, cultural backgrounds, and abilities.	✓		
Core Component 10.3. Best practice models and stakeholder consultation inform the development of policies and procedures		Compliant	Requires Improvement	Non-compliant
10.3.1.	In organisations working primarily or exclusively with children, policies and procedures are subject to regular external review.	✓		

10.3.2.	Specific administrative details appear on the policies and procedures document, including: a. The effective date, review date, author(s), and executive approval details. b. A list of related documents or policies that must be read in conjunction with the child safe policies and procedures (including relevant legislation, regulations).	✓		
10.3.3.	The policies and procedures document: a. states the underlying organisational child safety values or principles b. defines terms used in the policy c. specifies to whom the policy applies and the responsibilities of staff and volunteers d. defines the different types of child maltreatment covered by the policy e. lists indicators of possible abuse and how to respond f. specifies legal reporting obligations for staff and volunteers g. includes a diagram that shows reporting chains (for example, a decision tree) h. describes what actions to take if a child is at imminent risk of harm i. clearly identifies when reports are to be made and the relevant authority to who they should be directed (including reporting child abuse to the police) j. sets out child safe education and training requirements (including frequency) for staff and volunteers.	✓		
Core Component 10.4. Leaders champion and model compliance with policies and procedures. Leaders in the organisation:		Compliant	Requires Improvement	Non-compliant
10.4.1.	Can access appropriate experts/mentors when dealing with complaints.	✓		
10.4.2.	Develop collaborative relationships with other relevant organisations and stakeholders to share knowledge about implementing practical child safety measures.	✓		
Core Component 10.5. Staff understand and implement the policies and procedures. Staff and volunteers in the organisation:		Compliant	Requires Improvement	Non-compliant
10.5.1.	Are aware of, have read, understand, and intend to follow the child safe/child protection policies and procedures and can provide examples in which they have done this.	✓		
10.5.2.	Receive adequate training and education regarding the policies and procedures and how to implement them.	✓		
10.5.3.	Know that they are required to comply with reporting obligations concerning suspected or known child abuse.	✓		
10.5.4.	Know who to approach with concerns or questions.	✓		