



Standard 11

Policies and procedures document how the organisation is safe for children and young people.

How do we apply the Standard?

- Implement child safe policies that are specific to your organisation, environment and the programs or services you offer.
- Make Child safety policies, Codes of Conduct and complaint handling procedures publicly accessible.
- Deliver your policies and procedures in child friendly and accessible formats.
- Ensure staff and volunteers follow policies and procedures and are supported to do so through training, supervision and ongoing review.
- Save documents and records according to relevant record keeping requirements.
- Engage with stakeholders - your staff, volunteers, children, young people and their families when you're developing or updating policies and procedures.
- Make sure your policies and procedures support the work your organisation does and makes processes clear and easy to follow.

How do we document the Standard?

- Child safety and wellbeing policy, or framework of policies and procedures, that reference the requirements of the 11 Standards.
- Code of Conduct that outlines expected behaviour of staff and volunteers and their interactions with children and young people, including online.
- Risk management plan that addresses the risks in your organisation and environment, paying particular attention to high risk activities or operations.
- Complaint handling policy that includes reporting obligations.
- Recruitment and screening policy including working with children check obligations.
- Social media policy.
- Disciplinary policy.
- Inclusivity plan supporting children with diverse needs.

What does it look like in action?

- You may have good practices but need to document them!
- Staff, volunteers, parents, carers know where to access your policy and procedures.
- Staff and volunteers know how to implement and are actively implementing policy and procedures effectively.
- Leaders and management in your organisation champion and model compliance with policies and procedures.
- You have consistency in how policies and procedures are applied across your organisation.
- Your day to day operations are guided by your policies and procedures.
- Parents, carers and the community can hold your organisation to account.
- Children and young people have a clear understanding of your policy and procedures.

how can we help you?