



Standard 4

Families and communities are informed, and involved in promoting child safety and wellbeing.

How do we apply the Standard?

- Actively engage with families and communities to support children and young people.
- Be respectful, inclusive and welcoming of families from a range of backgrounds.
- Leaders, staff and volunteers should encourage families to take an active role in keeping children safe.
- Policies, procedures and Codes of Conduct are clearly communicated to parents and carers.
- Encourage families and community members to provide feedback.
- Actively engage with children and families about how they would like to be involved.
- Involve and inform families when responding to complaints.

How do we document the Standard?

- A Child safe policy and framework that reflects the importance of family and community involvement.
- Complaint handling policies that include procedures for keeping family and community members informed, in accordance with the law.
- Child safe information in various formats.
- Surveys that gauge the effectiveness of family and community engagement.
- Records of family and community information given and feedback received, and how this feedback was acted on and implemented.
- Newsletters, email updates, take home letters.
- Procedures on how families can be involved in the delivery of programs and services.

What does it look like in action?

- Families feel welcome.
- Families and the community support the organisation to be safer for children.
- Families and the community are comfortable asking questions on how the organisation prioritises child safety.
- Families have access to Policies and Procedures, Codes of conduct.
- Families know how, when and who to talk to if they have complaints or concerns.
- Families are informed clearly.
- Families have two way communication with your organisation.
- Families are supported with age appropriate abuse prevention information for their child.
- Physical and online environments provide transparency.

You know you have some work to do in this area if:

- Families don't feel at ease to leave their children in the care of your organisation.
- Families and the community have a distrust that your organisation is safe.
- You're not receiving any feedback from families, positive or negative.
- Families have to chase your organisation for information.
- Decisions are made without any consultation with families.
- Families are not informed about incidents, this could be as small as informing parents about injuries or minor incidents, to not communicating appropriately when there are bigger concerns.

"We have some work to do"

how can we help you?