

Minimum Requirements

In complying with Child Safe Standard 7 an organisation must, at a minimum, ensure:

- 7.1 The organisation has an accessible, child-focused complaint handling policy which clearly outlines the roles and responsibilities of leadership, staff and volunteers, approaches to dealing with different types of complaints, breaches of relevant policies or the Code of Conduct and obligations to act and report.**
- 7.2 Effective complaint handling processes are understood by children and young people, families, staff and volunteers, and are culturally safe.**
- 7.3 Complaints are taken seriously and responded to promptly and thoroughly.**
- 7.4 The organisation has policies and procedures in place that address reporting of complaints and concerns to relevant authorities, whether or not the law requires reporting, and co-operates with law enforcement.**
- 7.5 Reporting, privacy and employment law obligations are met.**