

New Victorian Child Safe Standard 7

Victorian Child Safe Standard 7: Processes for complaints and concerns are child focused.

Changes - What's different to our existing framework?

- This standard addresses the need to consider what processes are in place for dealing with a breach of the Code of Conduct.
- There is also an emphasis on ensuring that processes for reporting abuse or safety-related misconduct are culturally safe.
- Refer to the Self-Assessment Tool (Standard 6).

Implementation hints:

These implementation hints are not an exhaustive list, but are rather practical suggestions for bringing the standards to life within a parish. Some of these hints may not be relevant to your parish context, so you will need to contextualise the suggestions to reflect your parish setting.

- Ensure the parish's abuse- or safety-related misconduct processes are accessible and transparent to its linguistically and culturally diverse communities.
- Make a translator available if required when handling a disclosure and/or report of abuse or safety related misconduct.
- Ensure that reporting processes are publicly available and are in a variety of formats—for instance, age-appropriate information for children and young people, translated documents.
- Display and/or publish the 'Reporting Abuse or Safety Related Misconduct' poster in various media and formats (e.g. notice board, website, newsletter).
- Ensure all reports, complaints and allegations are referred to PSU, who will maintain a secure and centralised record, in accordance with legislative and statutory requirements.
- Seek support and guidance from the PSU team when there may be a breach of the Code of Conduct by personnel.
- Ensure the contact details for statutory organisations (such as child protection, teacher registration authorities etc.) are readily accessible within the parish.
- Document any conversations with other relevant organisations and statutory authorities and file them securely within the parish.
- Set up an information board for children and young people with relevant information, such as the Kids Helpline and the children's rights poster.
- Consult with children, families and the parish community when designing and reviewing complaint-handling policies and procedures.

Links to additional resources:

- [INFORMATION SHEET: Child Physical Abuse](#)
- [INFORMATION SHEET: Child Sexual Abuse](#)
- [INFORMATION SHEET: Grooming](#)
- [INFORMATION SHEET: Problematic Sexual Behaviour of Children and Young People](#)
- [INFORMATION SHEET: Child Emotional Abuse](#)
- [INFORMATION SHEET: Spiritual Abuse](#)
- [INFORMATION SHEET: Family Violence](#)
- [INFORMATION SHEET: Child Neglect](#)
- [INFORMATION SHEET: Discrimination](#)
- [INFORMATION SHEET: Bullying \(Including Cyberbullying\)](#)
- [INFORMATION SHEET: Responding to Disclosures](#)
- [INFORMATION SHEET: Empowering Children and Young People to 'Tell'](#)
- [INFORMATION SHEET: Reporting Child Safety Related Misconduct and/or Child Abuse](#)
- **TEMPLATE:** Reporting Child Safety Related Misconduct and/or Child Abuse—please locate the report form template on this [webpage](#)
- **POSTER:** [Reporting Abuse or Safety Related Misconduct](#)
- **POSTER:** [Feel Safe and Be Safe at our Church](#)
- [ACSL Implementation Guide: Standard 6](#)
- [CCYP—A Guide for Creating a Child Safe Organisation](#)
- [CCYP—Short Guide to the Child Safe Standards](#)
- [CCYP—Victoria's New Child Safe Standards \(information sheet\)](#)

Where to for support?

You can contact the Professional Standards Unit for support on 9926 5621 / 0448 488 614 or send an email to the team at psu@cam.org.au.

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