

## Standard 4: Families and communities are informed and involved in promoting child safety and wellbeing

### WHAT WILL THE COMMISSION LOOK FOR WHEN ASSESSING THIS STANDARD?

Organisations will generally comply if they produce the following documents and undertake the actions in a way that supports the organisation to achieve this Standard.

#### Documents

- The organisation's policies reflect the importance of family and community involvement and describe ways this involvement can occur.
- Complaint handling policies include procedures for keeping families informed and provide guidance on how to do this while complying with obligations regarding confidentiality and privacy.

#### Actions

- The organisation supports families and communities to take an active role in promoting and maintaining child safety and wellbeing by communicating about their role in child safety and wellbeing within the organisation.
- The organisation is open and transparent with families and communities by:
  - providing accessible information about the organisation's child safety and wellbeing policies and practices
  - providing information about the organisation's governance and operations, how complaints are handled and how the organisation manages disciplinary actions and child safety risks.
- Families have an opportunity to participate in decisions made by the organisation that impact the safety and wellbeing of their child. Communication with families supports the full diversity of families to participate.
- Opportunities are created for families and community members to provide feedback on the organisation's policies, procedures and practices including the organisation's approach to child safety and wellbeing.
- The organisation takes the feedback and involvement of families and communities seriously and takes their views into account.

*\*\* Please refer to <https://ccyp.vic.gov.au/child-safe-standards/the-11-child-safe-standards/> for more detailed and continually updated information \*\**