



What does a child safe organisation look like?



Queensland's Child Safe Standards are now in effect for organisations and businesses that work with children. This is part of Queensland's new child safeguarding law, the Child Safe Organisations Act.

A child safe organisation prioritises the safety and wellbeing of children in everything they do.

Who needs to comply?

The Standards apply to around **40,000 organisations across Queensland** working in:

- government departments and councils
- religious bodies
- education, early childhood, and child-minding
- health and disability services
- child protection, youth justice and community services
- accommodation and transport
- services for children, for example, play centres, children's photographers, music tutors, sporting clubs and dance studios.

Organisations that your child interacts with will now need to show how they are actively creating safe environments for children. This goes beyond blue card requirements and includes implementing all 10 Child Safe Standards.

When implementing the Child Safe Standards, organisations must also create environments that promote and uphold the right to cultural safety for Aboriginal and Torres Strait Islander children. This is known as the Universal Principle.

The 10 Child Safe Standards

- 1 Leadership and culture**
Children's safety and wellbeing is embedded in the organisation's leadership, governance and culture.
- 2 Voice of children**
Children are informed about their rights, participate in decisions affecting them and are taken seriously.
- 3 Family and community**
Families and communities are informed and involved in promoting child safety and wellbeing.
- 4 Equity and diversity**
Equity is upheld and diverse needs respected in policy and practice.
- 5 People**
People working with children are suitable and supported to reflect child safety and wellbeing values in practice.
- 6 Complaints management**
Processes to respond to complaints and concerns are child focused.
- 7 Knowledge and skills**
Staff and volunteers of the organisation are equipped with the knowledge, skills, and awareness to keep children safe through ongoing education and training.
- 8 Physical and online environments**
Physical and online environments promote safety and wellbeing and minimise the opportunity for children to be harmed.
- 9 Continuous improvement**
Implementation of the Child Safe Standards is regularly reviewed and improved.
- 10 Policy and procedures**
Policies and procedures document how the entity is safe for children.

What does this mean for you and your child?

Every organisation will implement the Child Safe Standards differently depending on the services they provide and how they interact with children.

Parents and carers should feel confident that staff and volunteers, from senior management to the frontline, understand their responsibilities, listen to concerns, and take the Child Safe Standards seriously.

Child safe organisations are open, transparent and committed to continually strengthening how they keep children safe.



In a child safe organisation, you and your child should **know**:

- how the organisation protects children from harm
- what behaviour is expected from staff and volunteers
- how to raise a concern or complaint
- how feedback is used to improve children's safety.

You can expect to **see**:

- staff treating children with respect
- a clear commitment to children's safety and wellbeing
- safe, inclusive and accessible environments
- feedback from children and families used to improve services.

You can expect to **feel**:

- confident about the care of your child
- welcome to raise concerns and have them taken seriously
- confident that staff know how to respond to concerns
- able to provide feedback about improving services and programs.

As a parent or carer, if something doesn't feel right, you have the right to ask questions or raise concerns and know those concerns will be taken seriously.

Raising a concern

In the first instance, speak directly with the organisation.

If you are not satisfied with the response, contact the organisation's head office, relevant government department, or sector regulator.

If you believe they are not meeting their obligations under the Act, make a report to the Queensland Family and Child Commission.

For more information

 07 3900 6000

 [qfcc.qld.gov.au/
contact-us](mailto:qfcc.qld.gov.au/contact-us)

 qfcc.qld.gov.au

