## Appendix F

### Practical tips for creating a safe organisation for children and young people from diverse backgrounds

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<tr>
<th>Providing a culturally safe organisation for Aboriginal and Torres Strait Islander children and young people</th>
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<tr>
<td><strong>Develop and implement a Reconciliation Action Plan (RAP).</strong> It should include practical actions for ensuring that the voices of Aboriginal and Torres Strait Islander children and young people are present in your organisation’s planning, policies and activities (including your complaint-handling policy).</td>
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<td><strong>Actively seek to target the recruitment of Aboriginal and Torres Strait Islander people.</strong></td>
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<td><strong>Your organisation’s physical environment, resources and activities should show respect for Aboriginal and Torres Strait Islander culture by creating dedicated Aboriginal and Torres Strait Islander cultural spaces, and celebrating events to highlight Aboriginal culture and history.</strong> For example, National Sorry Day and NAIDOC Week. Display symbols acknowledging the Traditional Owners of the land where the organisation is physically located and the Aboriginal and Torres Strait Islander flags.</td>
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<td><strong>Find out about Aboriginal and Torres Strait Islander traditional owner groups in your local area, and seek their involvement in the delivery of regular staff training, hosting talks, and educational activities with all children and young people at the organisation to increase their opportunities to learn about, and participate in, Aboriginal and Torres Strait Islander culture.</strong></td>
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| Embed community consultation processes with Aboriginal and Torres Strait Islander community groups, leaders and service providers into your program of ongoing service improvement. Examples include attending community events to raise awareness of your organisation’s services, seeking advice from community leaders on how to make your service more responsive to their needs and identifying which community members might be interested in playing a support role during the complaints process when needed. |
| **Remember that in some Aboriginal and Torres Strait Islander communities, people may be fearful that others in the community might hear about their complaint, particularly if a staff member involved in the complaint is from the same community. Don’t automatically assume that an Aboriginal and Torres Strait Islander person will necessarily want someone from their own community to handle their complaint. Always ask what their preference is.** |

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<tr>
<th>Providing a safe organisation for children and young people from culturally and linguistically diverse (CALD) backgrounds:</th>
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<tr>
<td><strong>Ensure your organisation’s child safe policy (and other policies) recognise the types of issues children and young people from CALD backgrounds may face and your commitment to supporting them to exercise their right to participate, and to feeling and being safe.</strong></td>
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1 National Aborigines and Islanders Day Observance Committee.  

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Publish a Statement of Commitment to Diversity through your organisation’s various messaging platforms, and make clear that discrimination is against the law and won’t be tolerated by your organisation.

Be respectful, inclusive and welcoming of families from a range of backgrounds by, for example, hosting welcome events which celebrate diversity and significant cultural/religious festivals, inviting them to be involved in activities at your organisation, acting as support people in complaint processes, and training your staff and volunteers about understanding different cultures and needs.

Ensure your organisation’s physical environment contains positive images of a range of cultures, e.g. in its publications, decor, symbols, and artwork to nurture a sense of inclusivity and identity.

Aim to recruit staff and volunteers that are from different ethnic backgrounds, which reflect the diversity in the community, and consider developing specific diversity employment targets.

Encourage and support staff to be respectful and flexible in their attitudes towards people from cultures other than their own, including having regular discussions with staff about how to recognise unconscious cultural biases.3

Provide children and young people and their parents/carers with easy access to interpreters, where required, especially during a complaints process. Be sure to use a professional language interpreter. While friends and family can act as supports, it is problematic to use them as interpreters.

Providing a safe organisation for children and young people with disability

Make sure that your child safe policy (and related policies) recognise the types of issues children with disability may face, and publish your commitment to supporting them to exercise their rights to participate, and to feeling safe and being safe.

Publish information about how to raise concerns or make a complaint using a variety of mediums not dependent on literacy, such as videos and pictorials.

Provide staff and volunteers with clear guidance on effectively communicating with children and young people with cognitive impairment or other communication support needs. Also, be vigilant about looking for indicators of abuse and warning signs.

Seek direct input from children and young people with disability about the design and delivery of your services and the best processes to adopt to encourage them to speak up about concerns.

Create opportunities to build the confidence and self-esteem of children and young people with disability to encourage them to speak up generally and about things that don’t feel right.

Teach children and young people with disability about their bodies and protective behaviours.

Ensuring that your staff code of conduct and related training gives clear guidance on issues such as boundaries for staff and volunteers when interacting with children and young people with disability, including providing personal care.

Providing a safe organisation for same-sex attracted, intersex, non-binary and gender diverse children and young people

Include specific commentary in your organisation’s child safe policy (and related policies), which highlights your organisation’s values, i.e. that it welcomes all children, young people and families, irrespective of sexual orientation, gender identity or sex/intersex status, and is clear that any discriminatory behaviour is unacceptable, including overt or subtle forms of discrimination such as reinforcing negative stereotypes.

Make sure that your staff and volunteers have the required skills and knowledge to sensitively handle information a child or young person chooses to share about their sexual orientation, intersex status or gender identity.

‘Coming out’ is an integral aspect of incorporating sexuality or gender into a social or personal life. This often involves overcoming a fear of how other people, especially family, may react to this information. Be mindful of this in seeking to involve an LGBTQI young person’s family in a complaint process, as they may be fearful that any disclosure of abuse may also lead to disclosure of other details about them or conversely to assumptions being made about their sexual identity.

Ensure that your consultations with same-sex attracted, intersex, non-binary and gender diverse children and young people generally, and in relation to a complaints process, focus on particular things that make them feel safe and unsafe, to ensure their perspective is included in your overall approach to building a child safe organisational culture.