

Standard 6:

Processes to respond to complaints of child sexual abuse are child focused

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How it impacts organisations?

In practice the Royal Commission is suggesting that all institutions comply with the following:

- The institution has a child- focused complaint handling system that is understood by children, staff, volunteers and families.
- The institution has an effective complaint handling policy and procedure which clearly outlines roles and responsibilities, approaches to dealing with different types of complaints and obligations to act and report.
- Complaints are taken seriously, responded to promptly and thoroughly, and reporting, privacy and employment law obligations are met.

What practical steps people can apply today?

- You can address it by having a child focused policy that deals with complaints.
- Consider and implement training and culture change with your volunteers and employees