

KEY ACTION AREA 10.2:

Policies and procedures are documented and easy to understand.

OVERVIEW

It is important for your SSA policies and procedures to be documented and easy to understand, to enable clarity for everyone about what is being done to help keep children and young people safe.

Your SSA policies and procedures will only enable safer environments for children and young people if they are understood by everyone and then implemented. Therefore, it is essential that staff and volunteers are informed and educated about your SSA child safety and wellbeing policies and that these are discussed regularly during meetings and in staff and volunteer reviews.

In order for your SSA policies and procedures to be understood (which will increase the likelihood of effective implementation), it is important they are clear, easy to understand and accessible to everyone. This includes your SSA staff and volunteers, families, children and young people.

Different groups of people may require different formats or versions of these policies and procedures, which is something your SSA needs to consider and action accordingly. To assist in understanding whether separate versions are required, your SSA can seek feedback during engagement and communication with each group ([see National Principle 2 and 3 resources](#)).

It is important for your SSA policies and procedures to enable the inclusion of everyone including:

- Aboriginal and Torres Strait Islander children and young people
- Children and young people with a disability
- Children and young people from culturally and linguistically diverse backgrounds
- Those who are unable to live at home
- Lesbian, gay, bisexual, transgender and intersex children and young people.

It is useful for SSA documents to make clear reference to additional considerations or specific strategies that help ensure the safety and participation of the above-mentioned groups ([see National Principle 4 resources](#)).

The strategies your SSA identifies to assist with this inclusion need to be implemented and the outcomes monitored ([see National Principle 9 resources](#)).



EXAMPLE SSA ACTIONS TO WORK TOWARDS IMPLEMENTING KEY ACTION AREA 10.2	SSA staff and volunteers are trained in the child safety and wellbeing policies, and these are discussed in meetings and reviews.
	SSA policies and procedures make clear reference to additional considerations or specific strategies around safety and participation of groups of people identified as being at particular risk of not being included.

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If you need support:

- > [Mental health community links](#)
- > [Reporting flowchart](#)

Policies and procedures document how the organisation is safe for children and young people

NATIONAL PRINCIPLE **10**



November 2023