

KEY ACTION AREA 3.3:

Families and communities have a say in the development and review of the SSA's policies and practices.

OVERVIEW

It is important for families and communities to have a say in the development and review of your SSA child safety policies and practices. Your SSA can do this by actively inviting feedback from families through discussions, forums, meetings and surveys. Your SSA can also ask a nominated group of parents or carers to speak with others within the SSA community on your behalf, to seek input and bring their thoughts back for consideration. Relevant questions could be:

- What could be improved?
- How could your SSA work in more culturally appropriate ways?
- What do they like and dislike about your SSA?

It is important to seek the input of all families in the development and review of the SSA's policies and practices, but this can only be achieved if everyone is included. It is important, therefore, for your SSA to identify any barriers that may prevent involvement and where possible take steps to address these. Overcoming barriers to involvement could also include having a variety of ways that families can provide input such as: in person, in writing and through online surveys. Even if you are limited in your capacity to implement certain actions, it is useful to acknowledge that you have identified a particular barrier and that your SSA would like to address this, but does not yet have capacity to do so.

It is important for your SSA to reach out and seek support from other SSAs, external agencies, organisations or community leaders to develop culturally respectful practices. For example, there is a lot of rich and useful information available from the [National Office of Child Safety](#) about the cultural safety considerations of the implementation of the National Principles. This has been developed in partnership with SNAICC, the Australian national non-government peak body for Aboriginal and Torres Strait Islander children, with contributions from the Victorian Child Care Agency.



EXAMPLE SSA ACTIONS TO WORK TOWARDS IMPLEMENTING KEY ACTION AREA 3.3	The SSA actively invites feedback from families.
	Barriers that may prevent parent, carer and/or community leader participation in the SSA are identified and actions taken to address these.
	SSAs establish connections with external agencies or community leaders who can support the SSA to develop culturally respectful practices.

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If you need support:

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

