

KEY ACTION AREA 3.4:

Families, carers and the community are informed about the SSA's operations and governance.

OVERVIEW

It is important that your SSA child safety and wellbeing policies and information are provided in accessible languages and formats to enable **all** families to access this vital information. If there are some families or carers who cannot access your information (because it is not in accessible formats or language, or openly available) they will not know:

- how your SSA is endeavouring to create a safe environment for children and young people
- your expectations of them and their children and young people
- how and where to report concerns if a child or young person is at risk of harm.

It is also important for SSAs to seek guidance as necessary from families, Elders, experienced people and/or agencies about the needs of children and young people with disabilities, complex needs or from culturally diverse backgrounds. It is important to remember that your SSA staff and volunteers **do not need to be experts** but your SSA needs to have a culture that encourages all people to seek guidance when needed to assist with the safe participation of children and young people. For example, it is important that your SSA encourages its staff and volunteers to know who within the SSA they can speak with if they feel a child or young person needs additional support. The person or people within your SSA who will be contacted for guidance, must also know where to go to seek assistance or support.



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| EXAMPLE SSA ACTIONS TO WORK TOWARDS IMPLEMENTING KEY ACTION AREA 3.4 | The SSA provides information on its child safety and wellbeing policies, procedures and complaints processes in a format and language that is accessible. |
| | SSAs seek guidance as required from families, Elders, experienced people and/or agencies about the needs of children and young people with disabilities, complex needs and from culturally diverse backgrounds. |

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If you need support:

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

