

KEY ACTION AREA 4.2:

Children and young people have access to information, support and complaints processes in ways that are culturally safe, accessible and easy to understand.

OVERVIEW

It is important for children and young people to have access to information, support and complaints processes in ways that are culturally safe, accessible and easy to understand, as outlined below.

It is important for your SSA to have strategies for promoting the participation of vulnerable children and young people, and to implement these strategies.

It is also important that your SSA resources, programs and information reflect diversity. For example, your SSA may use an Aboriginal and Torres Strait Islander Flag and artwork and also include an Acknowledgement of Country:

- On its website
- On posters displayed at SSA venues
- In complaint resolution resources
- In speeches
- In newsletters.

The National Office for Child Safety, in partnership with Aboriginal and Torres Strait Islander children's advocacy group SNAICC and with input from the Victorian Child Care Agency, has [developed resources and information](#) to assist organisations to understand cultural safety considerations when implementing the National Principles. If you would like any further information, please click [here](#).



EXAMPLE SSA ACTIONS TO WORK TOWARDS IMPLEMENTING KEY ACTION AREA 4.2	The SSA has strategies for promoting the participation of children and young people with diverse needs.
	The SSA implements its strategies for promoting the participation of children and young people with diverse needs.
	SSA resources, programs and information reflect diversity.

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If you need support:

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

