

Anglican Church of Australia

Safe Ministry Commission



Complaint Handling for Children & Young People

Resources collated by the Safe Ministry Commission

Introduction

This resource relates to **National Child Safe Principle 6: Processes to respond to complaints and concerns are child focused.**¹ Empowering children and young people to understand and use the complaints process will contribute toward a culture of safety and participation. Included are examples for how some Dioceses are currently meeting this requirement as well as other helpful resources to create a context-specific child-focussed complaints process.

Your State and Territory legislation will set the compliance requirements for meeting this Standard. Check with your own Diocese and State or Territory Government for further resources and requirements.

Child-Friendly Complaint information & process

Information for making a complaint should be accessible to children & young people. They should have the knowledge, skills and understanding required to make a complaint and know whom to make a complaint to in your context. Below are some examples of accessible materials for display and educational purposes. We recommend adapting to suit your context.

1. Child friendly complaints poster (example for Kooyoora):
<https://www.melbourneanglican.org.au/wp-content/uploads/2024/01/Complaint-Process-Child-2023-v1.pdf>
2. 'Where can you get help?' a child-friendly poster made by and used in the Anglican Diocese of Sydney:
<https://www.dropbox.com/scl/fi/hxxfq9lpq401x1wugt44i/Where-can-you-get-help-1.pdf?rlkey=vphvzlikajenwq4c3ao5c0rni&st=l3yt268v&dl=0>
3. Child Friendly Complaint Form used by the Anglican Diocese of Melbourne, supplied by Kooyoora: <https://www.melbourneanglican.org.au/wp-content/uploads/2024/01/Child-Friendly-Complaint-Form-2023.pdf>
4. Webpage for young individuals to make a complaint or report through Kooyoora:
<https://www.kooyoora.org.au/youngindividual-1>

¹ [national-principles-for-child-safe-organisations.PDF](#)

5. Feedback form for children & young people made by Creating Safer Communities: <https://safercommunities.net.au/wp-content/uploads/2020/09/20200907-Childrens-Feedback-Form-SAMPLE.pdf>
6. Anglican Diocese of Bendigo 'Protective Behaviours Box'. See full explanation at point 11.

A full guide to create your own child-friendly complaints process can be found at: <https://www.childsafety.gov.au/resources/complaint-handling-guide-upholding-rights-children-and-young-people>). This document provides a step-by-step guide to tailor a child-focussed complaints process to your context.

The action areas from Principle 6² include:

- You have a child-focussed complaint handling policy that is that outlines:
 - The roles and responsibilities of leadership teams,
 - The approaches to deal with different types of complaints,
 - Breaches of relevant policies, code of conduct, or obligations to act and report.
- Effective complaints handling processes are understood by children & young people, families and staff, and are culturally safe.
- Complaints are taken seriously & responded to promptly & thoroughly
- Policies and procedures address reporting to relevant authorities
- Reporting, privacy & employment law obligations are met.

Other resources from this office include:

7. Factors to consider when creating your own plan for your church or organisation: <https://www.childsafety.gov.au/system/files/2022-09/nocs-complaint-handling-guide-appendix-d.pdf>
8. What can I complain about? Answers to common FAQs for young people: <https://www.childsafety.gov.au/system/files/2024-04/appendix-c-complaint-handling-guide.PDF>
9. Tips for responding to trauma during the complaints process (for leaders receiving a complaint or disclosure): <https://www.childsafety.gov.au/system/files/2022-09/nocs-complaint-handling-guide-appendix-e.pdf>
10. Complaint record form template: <https://www.childsafety.gov.au/system/files/2022-09/nocs-complaint-handling-guide-appendix-m.pdf>

² [national-principles-for-child-safe-organisations.PDF](#)

Educating Children & Young People about their rights to be safe

Children & Young People need to be equipped with the knowledge, skills and understanding of their rights to be safe and what that looks like. The following list provides age-appropriate examples of material that you could use or adapt in your context for the purposes of children & young people growing in their understanding of these issues. Ensure children & young people know who to talk to in your organisation if they have any concerns.

11. Protective Behaviours Box resource

(<https://www.kooyoorra.org.au/store/p/protectivebehavioursbox>), an initiative of the Anglican Diocese of Bendigo: The Protective Behaviours Box is a group-based resource that supports shared learning and discussion through interactive activities, empowering change by inviting children and adults to articulate and apply safety practices. Based on biblical texts and principles for child safe organisations, it can be used in safeguarding education, ministry activities and facilitated group discussions.

This box isn't just a resource, it's a way to start important conversations, strengthen connections, and support safety in your community every day.

See an overview of the box explained here:

https://www.youtube.com/watch?v=RVw-ZX_QBlw .

12. Further information for empowering children & young people to be safe, have a voice and participate in your organisation can be found here: [CCYP-](#)

[Empowerment-and-participation-guide-for-web.pdf](#)

13. Informing children and young people about their rights, a poster by the Australian Childhood Foundation: [https://learn.childhood.org.au/wp-](https://learn.childhood.org.au/wp-content/uploads/2025/07/Childrens-rights-poster.pdf)

[content/uploads/2025/07/Childrens-rights-poster.pdf](https://learn.childhood.org.au/wp-content/uploads/2025/07/Childrens-rights-poster.pdf)

14. 'Feel Safe & Be Safe' poster for children and young people by the Australian Childhood Foundation: [https://learn.childhood.org.au/wp-](https://learn.childhood.org.au/wp-content/uploads/2018/08/Feel-safe-and-be-safe-poster.pdf)

[content/uploads/2018/08/Feel-safe-and-be-safe-poster.pdf](https://learn.childhood.org.au/wp-content/uploads/2018/08/Feel-safe-and-be-safe-poster.pdf)

15. 'My Body Safety Rules' Poster, child-friendly by e2epublishing.info:

[https://melbourneanglican.org.au/wp-](https://melbourneanglican.org.au/wp-content/uploads/2019/11/MyBodySafetyRulesPosterMu.pdf)
[content/uploads/2019/11/MyBodySafetyRulesPosterMu.pdf](https://melbourneanglican.org.au/wp-content/uploads/2019/11/MyBodySafetyRulesPosterMu.pdf)

16. 'My Early Warning Signs' poster, child-friendly, by e2epublishing.info:

[https://melbourneanglican.org.au/wp-](https://melbourneanglican.org.au/wp-content/uploads/2019/11/MyEarlyWarningSignsPoster.pdf)
[content/uploads/2019/11/MyEarlyWarningSignsPoster.pdf](https://melbourneanglican.org.au/wp-content/uploads/2019/11/MyEarlyWarningSignsPoster.pdf)

17. 'Speak Up – It's your Right' poster for youth by the Commission for Children & Young People: [https://melbourneanglican.org.au/wp-](https://melbourneanglican.org.au/wp-content/uploads/2019/11/Youth-poster-WEB.pdf)

[content/uploads/2019/11/Youth-poster-WEB.pdf](https://melbourneanglican.org.au/wp-content/uploads/2019/11/Youth-poster-WEB.pdf)

18. Teaching Children Personal Safety, a webpage of resources, language and training to assist parents educating their children about safety by Bravehearts:

<https://bravehearts.org.au/about-child-sexual-abuse/personal-safety-for-children-young-people/>

19. Children's Code of Conduct poster, child-friendly, created and used by the Anglican Diocese of Melbourne: <https://melbourneanglican.org.au/wp-content/uploads/2021/08/Childrens-Code-of-Conduct-Poster.pdf>
20. 'What is child abuse?' child-friendly poster by Child Wise: <https://melbourneanglican.org.au/wp-content/uploads/2019/11/ChildAbusePoster2-1.pdf>
21. Example (next page) of 'Expectations & Responses' traffic light system for child-empowered behaviour management developed by the Rev. Sally Danger, Essendon Baptist Church, VIC.

At KCs, I will be:

Safe Respectful
Kind Fair
Welcoming Patient

If I am not, I will be asked to:

Apologise Return it
Move myself
Make a new choice

OR a Leader will call my Parent/
Carer to:



Stay and help me in the room



Take me out of the room for a break
and bring me back when I'm ready



Leave with me
and I can try again next week!