



# Standard 10

## Policies and procedures

The way in which organisations conduct their work and deliver services has the potential to impact children in numerous ways, both directly and indirectly. Standard 10 ensures that staff at all levels of the organisation understand their individual responsibility to ensure transparency of all aspects of service delivery in a child safe organisation. Maroochy Beach Gymnastics have implemented strategies to embed record management systems that reflect culturally safe and trauma-informed policies and procedures, equipping staff and volunteers with a working knowledge and application of organisation-wide methods. We aim to contribute to the need for diversity in workplace practices that require localised guidance for staff, volunteers, children, carers, and families regarding processes to respond to and prevent children’s safety, cultural safety and wellbeing issues.

KEY ACTION AREAS	HOW MGB IS ALREADY EMBEDDING THIS KEY ACTION AREA	OUR GOALS (STEPS)	PRIORITY RATING  <i>LOW</i>  <i>MEDIUM</i>  <i>HIGH</i>	HOW MGB WILL EMBED OUR GOALS AND WHEN	MEASURES OF SUCCESS  REVIEW DATE  <i>Term based Reviews</i>
10.1  Policies and procedures embed all Child Safe Standards and the Universal Principle.	The Club’s Child Safety is comprehensive and addresses the Universal Principle and the 10 Child Safe Standards.	Wellbeing Policy (to be finalised) is comprehensive and addresses the Universal Principle and the 10 Child Safe Standards.	<b>H</b>	Subcommittee and Committee to finalise and implement  <b>Term 2, 2026</b>	Utilise external and internal feedback mechanisms to inform the development, implementation, and improvement of

	<p>Updated and Implemented policies and procedures that are accessible to all stakeholders, with awareness of language and application.</p> <p>All policies and procedures have a regular review period indicated in the document.</p> <p>Complaints, concerns, safety incidents or significant breaches of policy (such as the Code of Conduct) are examined to understand what caused the problem and whether there are any flaws in the organisation’s policies, procedures and practices that contributed to the problem. Where flaws or failings are identified, improvements are made to prevent the problem from happening again.</p> <p>Records are kept of complaints, concerns, allegations and actions taken to respond.</p> <p>The Club has an action plan for regular reviews of policies, procedures and child safe practices, and makes improvements considering:</p> <ul style="list-style-type: none"> <li>analysis of complaints, concerns, safety incidents and significant breaches of policy</li> </ul>				<p>policies and procedures.</p> <p><b>Review: Term 2, 2026</b></p>
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	<ul style="list-style-type: none"> <li>• feedback sought from staff, volunteers, children, families and communities</li> </ul>				
<p>10.2</p> <p>Policies and procedures are well-documented, accessible, and easy to understand.</p>	<p>The organisation’s Child Safety and Wellbeing Policy and procedures are documented in a language and format that is easily understood and accessible to all staff, volunteers, families, carers and children.</p> <p>Staff and volunteers can readily and easily access documentation.</p> <p>Complaints, concerns, safety incidents or significant breaches of policy (such as the Code of Conduct) are examined to understand what caused the problem and whether there are any flaws in the organisation’s policies, procedures and practices that contributed to the problem. Where flaws or failings are identified, improvements are made to prevent the problem from happening again.</p> <p>Records are kept of complaints, concerns, allegations and actions taken to respond.</p> <p>The Club has an action plan to regularly review policies, procedures and child safe practices, and makes improvements considering:</p>	<p>Changes to language and accessibility are implemented to ensure cultural safety and diverse elements are embedded.</p>			<p>Ongoing Consultation: Engage children, families, carers, staff, and cultural advisors in the development and review of policies to ensure they are relevant and inclusive.</p> <p><b>Review: Term 2, 2026</b></p>

	<ul style="list-style-type: none"> <li>analysis of complaints, concerns, safety incidents and significant breaches of policy</li> <li>feedback sought from staff, volunteers, children, families and communities</li> </ul>				
<p>10.3</p> <p>Best practice models and stakeholder consultation informs the development of policies and procedures. This includes First Nations-led practice models and consultation with local Aboriginal and Torres Strait Islander peoples, organisations and communities.</p>	<p><b>Transformational unlearning</b> – Leadership communicates regularly and clearly about the club’s progress and implementation of the Child Safe Standards and Universal Principle, ensuring transparency about learning and unlearning outcomes. (Newsletter)</p> <p>Version Control: Maintain a record of policy revisions to ensure transparency and demonstrate continuous improvement. Records are kept of complaints, concerns, allegations and actions taken to respond.</p>	<p>Ensure policies and procedures address all the Child Safe Standards and the Universal Principle. (review of policies)</p> <p>Monitor Application: Implement systems to monitor the consistent application of policies in practice and address deviations promptly.</p> <p>Create a strategic enabling environment – The organisation establishes and updates clear, measurable cultural safety priorities, with progress communicated regularly in collaboration with Aboriginal and Torres Strait Islander stakeholders.</p>	<p><b>H</b></p> <p><b>H</b></p> <p><b>M</b></p>	<p>Report and document any child safety and wellbeing reviews and findings.</p> <p><b>Term 2, 2026 and ongoing</b></p> <p>Collaborate with Liaison Officer</p> <p><b>Term 2, 2026 and ongoing</b></p>	<p>There is a clear understanding of and engagement with policy and procedure documents by staff and stakeholders.</p> <p><b>Review: Term 2, 2026</b></p>
10.4	Audits of the club’s policies and procedures provide evidence of how the club is child safe and culturally				Policies and procedures are accessed regularly by

<p>Leaders champion and model compliance with policies and procedures.</p>	<p>safe through its governance, leadership, and culture.</p> <p>Subcommittee has created comprehensive guidelines for the implementation and use of all policies and procedures, with particular reference to safeguarding children.</p>				<p>staff and all stakeholders.</p> <p><b>Review: Term 2, 2026</b></p>
<p>10.5</p> <p>Staff and volunteers understand and implement policies and procedures.</p>	<p>Practice of policies and procedures within the club is consistent across the board and compliant with child safe policies and procedures, including culturally safe work practices.</p>	<p>Interviews or surveys of children, carers, families, and community members demonstrate confidence in and awareness of the organisation's policies and procedures on promoting a child safe culture. Surveys of board members, executives, staff, and volunteers demonstrate high levels of understanding of the policies, procedures and practice requirements of the organisation.</p>	<p><b>M</b></p>	<p>Policy Awareness: Educate all staff and volunteers on the location, content, and application of child safety and wellbeing policies as part of induction and ongoing training.</p> <p><b>Term 3, 2026</b></p>	<p>Policies and procedures are accessed regularly by staff and all stakeholders.</p> <p><b>Review: Term 2, 2026</b></p>