

Applying Standard 6 to support LGBTIQ+ children and young people

Processes to respond to complaints and concerns are child-focused



Organisations have accessible, child-focused processes for responding to complaints and concerns about child safety.

How to use this factsheet

This factsheet can be used alongside Focus Area 3 of the Child Safe Standards Self-Assessment Tool, which supports organisations to reflect on how staff training, capability development, and complaints processes contribute to child rights, safety, and wellbeing. This factsheet provides additional context for how organisations can apply Standard 6 in ways that recognise and support the safety and wellbeing of LGBTIQ+ children and young people.

Applying Standard 6 for inclusive organisations

Accessible and child-focused complaint processes are an important part of creating safe organisations. When children and young people know how to raise concerns and feel confident they will be listened to, they are more likely to speak up if something feels unsafe.

For LGBTIQ+ children and young people, concerns may sometimes relate to experiences of discrimination, exclusion, or identity-based harm. Organisations can support safety by ensuring complaint processes are accessible, respectful, and responsive to the experiences of diverse children and young people.

“Allow safe and respectful places for concerns to be heard”
(Young person, AGA consultation, 2026)



Why this matters

For LGBTIQ+ children and young people, knowing that concerns will be taken seriously can influence whether they feel safe raising issues with staff or organisations if they arise. When complaint processes are respectful and accessible, children and young people may feel more confident that their concerns will be listened to and addressed. This can also help organisations identify and respond to behaviours or practices that may place children and young people at risk.

Impact on LGBTIQ+ children and young people

If complaint processes are not accessible or child-focused, LGBTIQ+ children and young people may feel:

- Unsure how to raise concerns
- Worried they will not be taken seriously
- Hesitant to report discrimination or bullying
- Reluctant to seek support from staff or the organisation.

Tangible actions for organisations

Organisations can support staff capability by:

- **Providing clear information about how children and young people can raise concerns.** For example, this might include displaying information in child-friendly formats, such as posters, websites, or information sessions.
- **Offering multiple ways to raise concerns.** For example, children and young people may be able to speak with a trusted adult, provide written feedback, or use anonymous reporting options.
- **Ensuring staff respond respectfully and appropriately when concerns are raised.** This may include listening carefully, acknowledging children and young people's experiences, and explaining what will happen next.
- **Ensuring children and young people are informed about what will happen after they raise a concern.** It is important to explain actions taken (and share outcomes, where appropriate) in ways that children and young people understand so they know their concerns have been taken seriously.
- **Providing staff with guidance on responding to complaints and concerns.** This may include procedures for managing complaints, responding to discrimination or identity-based harm, and supporting children and young people who have raised concerns.



Organisations may wish to consider:

- How are children and young people supported to know how to raise concerns or complaints?
- Is information provided in language and formats they can understand and easily use?
- What options are available for children and young people who may not feel comfortable speaking directly to staff?
- How do we ensure children and young people feel listened to and supported when they raise concerns?
- How do we respond when concerns relate to discrimination or exclusion?

“Stop/take action against sexist or racist people.”

(Young person, AGA consultation, 2026)



Remember:

Organisations that welcome feedback are more likely to identify risks early and respond before harm occurs.

Find out more

Click here to learn more about the **Child Safe Standards**.
For information, education, and training visit **genderrights.org.au**

