

Mission Australia's 'Speak Up & Speak Out' Policies

11 March 2021

All Mission Australia 'Speak Up & Speak Out' Policies are available on the Mission Australia Internal Policy Hub. Policies for external audiences are also published in the relevant areas of the Mission Australia website, including [Governance](#), [Child and Youth Safety](#), and [Mission Australia Housing](#).

	Nature	Description	Relevant Policy
	General feedback	<ul style="list-style-type: none"> General enquiries or feedback about Mission Australia's work and operations 	<ul style="list-style-type: none"> Complaints/Feedback processes referenced in our 'Contact' page. CFCS Client Feedback Policy
	General complaint	<ul style="list-style-type: none"> Complaints relating to Mission Australia's work and operations Complaints relating to a Mission Australia Staff member working at our services 	<ul style="list-style-type: none"> Code of Conduct CFCS Complaints Handling Policy Mission Australia Housing Appeals and Complaints Policy DES/TTW/ PN Complaints Handling Policy Children's Services Grievance and Complaints Management Policy Privacy Policy
	Human resource concerns or work-related grievances	<ul style="list-style-type: none"> Unfair treatment by paid staff or volunteers Bullying, harassment, discrimination Workplace Health and Safety concerns Sexual harassment 	<ul style="list-style-type: none"> Code of Conduct Good Working Relationships Policy Privacy Policy Grievance Management Policy Diversity and Inclusion Policy Work Health & Safety Policy Work Health & Safety Charter
	Conflicts of Interest	<ul style="list-style-type: none"> Managing potential conflicts of interest 	<ul style="list-style-type: none"> Code of Conduct Conflicts of Interest Policy Gifts and Benefits Policy Fraud Control and Corruption Prevention Policy

	Nature	Description	Relevant Policy
	Child Safety concerns	<ul style="list-style-type: none"> Concerns regarding the safety of children and young people in current services 	<ul style="list-style-type: none"> Mission Australia Child Safe Commitment Child and Youth Safe Policy Responding to Concerns or Allegations of Misconduct Policy Behavioural Standards for Keeping Children and Young People Safe Recognising and Responding to Risk of Harm – Children and Young People
	Former Child Safety Concerns	<ul style="list-style-type: none"> Concerns regarding children and young people who resided in former Mission Australia children homes when they were operating 	<ul style="list-style-type: none"> Mission Australia is a participating member in the National Redress Scheme
	Whistleblower complaints	<ul style="list-style-type: none"> Complaints relating to misconduct or any improper situation or conduct leading to breaches of the law. Where staff have not been able to raise concerns through other complaint/grievance processes. 	<ul style="list-style-type: none"> Whistleblower Policy Fraud Control and Corruption Prevention Policy Integrity Line integrity@missionaustralia.com.au