

Children's Rights

At CatholicCare Victoria you have the right to:

BE SAFE

- You will be safe with us
- We will try to help you be safe from those who hurt you
- We will protect what you say to us and only share this to keep you and your family safe
- You can invite someone you trust to be with you when we talk with you
- If you see something weird, tell us

HAVE A VOICE

- We will give you information and help you understand our services
- We will speak in ways you understand
- We value what you say
- We welcome your questions
- We will help you to make decisions about your life

BE HEARD

- We will ask you if you want our help
- We will ask you how we can help
- We will ask you what you'd like us to tell others
- We will listen to your concerns
- We will take your concerns seriously, and we will work out together what we will do

BE TREATED WELL

- We will treat you and your family with respect
- We will show you kindness
- If something doesn't feel right, tell us

Our promise to you:

- We will only use trained staff
- We have rules for how our staff need to behave towards you and your family
 - We will check how things are going
- We will ask you what you think and if we can do things better
 - We will listen and we will act if you feel unsafe

