

TELL US HOW YOU FEEL

By Yousef childrens parliament 10 years

More information on how we keep children and young people safe

Learn more about Mission Australia's commitment to the safety of children and young people on our website or ask the staff member working with you.

What can children and young people do if they feel worried or unhappy about the service they are receiving?

- Talk to a Mission Australia staff member
- Share their thoughts by filling out a 'Tell Us' postcard and giving it to a staff member
- Submit a complaint on the Mission Australia website.

We welcome feedback

If you would like to share your thoughts about Mission Australia's child and youth safe policies, including what we can do better, you can:

- Raise your concerns or questions with the Mission Australia staff working with you
- Ask for a complaint form to complete and give it to a staff member
- Provide feedback on the Mission Australia website.

Note: For Mission Australia staff—this resource is ideally to be discussed with parents and/or carers, rather than just given directly to them. This will allow for clarification to be given if required, questions to be asked and answered, and comments to be taken on board.

MISSION AUSTRALIA

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Keeping children and young people safe at Mission Australia: Information for families

**MISSION
AUSTRALIA** | together
we stand

Keeping children and young people safe

All children and young people have a right to feel safe, and to be safe at all times. Mission Australia will always put the safety of children and young people first.

This includes not tolerating any abuse or neglect of children or young people involved with our services.

Our commitment to the safety of children and young people

The Australian Human Rights Commission has 10 National Principles for Child Safe Organisations, approved by all State and Territory Governments.

Mission Australia is committed to meeting the requirements of these National Principles in everything we do.



What does Mission Australia have in place?

We have **child and youth safe rules** (policy) that all staff must follow. For example, we will:

- Respect and value children and young people by informing them of their rights and listening to their views
- Include children and young people in making decisions that affect their life
- Employ staff that are suitable to work with children and have the relevant skills and training
- Encourage children and young people to provide feedback on our services and listen to, support them and take action if they are unhappy or worried about the service we are providing
- Ensure Mission Australia's indoor and outdoor spaces are safe for children and young people
- Put things in place to make children and young people safe including contacting the child protection authority if we think a child or young person is at risk of harm of abuse or neglect.

We have **behavioural standards** (policy) that all staff must follow. For example, we will:

- Always put the best interests of children and young people first
- Make sure any physical contact we have with children and young people is appropriate
- Always listen to children and young people, believe what they tell us, and follow up with others to find out more
- Not share our personal or social media contact details with children or young people.

What does this mean for families?

For families we work with, depending on the situation, age and abilities of the children and young people in the family, we may:

- Ask for their views on certain things
- Include them in making decisions that affect the life of adults in the family as well as children and young people
- Always consider what is in their best interests
- Put things in place to make sure children and young people are safe, including telling the child protection authority, if we think they are at risk of any type of abuse or neglect, including exposure to family violence.



Artwork above by (top) Jaxon Nannup accessing DAYS (drug and alcohol service for young people), (middle) Gabriella Fernandez accessing DAYS (drug and alcohol service for young people), (bottom) Ethan Cleary, 2618 Children's Parliament; opposite page artwork by young person (anonymous) accessing DAYS (drug and alcohol service for young people) in Western Australia; front cover artwork by Madeline Craig, 2168 Children's Parliament, New South Wales; back cover artwork by Yousef, 2618 Children's Parliament.