

All children and young people matter to MercyCare

You have the right to:

♥ **consent and privacy**

♥ **be safe**

♥ **feel safe**

♥ **be cared for and**

♥ **be respected**

whatever you do, and wherever you are.



Where to find out more?

- Visit the Safeguarding Children page at mercycare.com.au
- Ask to see our Safeguarding Children policy and procedure

Other support services:

Further resources on Child Safety are available through the Commissioner for Children and Young People. ccyp.wa.gov.au



Safeguarding Children

Every person **matters**





You have rights – speak up and say no

- ✓ **It is OK to say NO** if someone is hurting your feelings or your body
- ✓ **It is OK to say NO** to anything that makes you feel unsafe or uncomfortable
- ✓ **It is OK to tell an adult you trust** if you are upset, feel unsafe or have been hurt

People from MercyCare will:

- ✓ **LISTEN TO YOU**
- ✓ Take what you say **SERIOUSLY**
- ✓ **WATCH** out for you
- ✓ **ACT** quickly if you tell us something is wrong

What can you do if something is not right?

If you:

- Are unhappy with the way you are being treated
- Are worried about yourself or someone you know
- Feel unsafe or uncomfortable
- Have been hurt or threatened

Please tell someone you trust, like your parent or guardian, a teacher, or someone from MercyCare.

We will take your feedback seriously

You can also provide feedback through email, over the phone or on our website.

E: Feedback@mercycare.com.au

P: 08 9442 3444

W: mercycare.com.au/contact-us/feedback

Or call **Kid's Helpline** free **1800 551 800**
Get help 24/7 **kidshelpline.com.au**



How will MercyCare people respond?

If you tell us something is not right, we will:

- **LISTEN** to you
- Help you feel **SAFE, RESPECTED and TRUSTED**
- **ACT** quickly on your concern
- **INFORM** you about what we will do
- **TELL** you what is happening
- **OFFER** you choices about how you want to respond
- **SUPPORT** you through the process

