

All children and  
young people  
matter to MercyCare

You have the right to feel:

Safe  
Comfortable  
Cared for  
Respected

whatever you do,  
and wherever you are.



## Where to find out more?

- Visit the Safeguarding Children page at [mercycare.com.au](https://mercycare.com.au)
- Ask to see our Safeguarding Children policy and procedure
- Ask to see our Child Abuse Reports and Allegation procedure

### Other support services:

Further resources on Child Safety are available through the Commissioner for Children and Young People. [ccyp.wa.gov.au](https://ccyp.wa.gov.au)



 MercyCare

## Safeguarding Young People

Every person **matters**



[mercycare.com.au](https://mercycare.com.au)



## Our Commitment

**We are committed to providing the safest environment possible for children and young people.**

### What does it mean to be child safe?

- People care about you and respect you
- You feel included and valued
- You know the rules
- You have choices
- You can have fun and be happy
- People listen to you and seek your feedback
- You can talk about any problems you have
- People help you sort out your problems



## What can you do if something's 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 carer, a teacher, a MercyCare staff member, or another adult you trust.

You can also give us feedback in your service to a manager or supervisor.

### How will MercyCare people respond?

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

- **Listen** to you and treat you with respect
- **Take you seriously** and **act quickly** to keep you safe
- **Follow up** your concerns
- **Tell you about what we are doing** and what is happening
- **Offer you choices** about how you want to respond
- **Support you** through the process



## We will take your feedback seriously

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

**E:** [Feedback@mercyare.com.au](mailto:Feedback@mercyare.com.au)

**P:** 08 94423444

**W:** [mercyare.com.au/contact-us/feedback](https://mercyare.com.au/contact-us/feedback)

### Other support services:

#### Kids Helpline

1800 551 800  
[kidshelpline.com.au](https://kidshelpline.com.au)

#### Lifeline

131 114  
[lifeline.org.au](https://lifeline.org.au)

#### Beyond Blue

1300 22 4636  
[beyondblue.org.au](https://beyondblue.org.au)

#### Derbarl Yerrigan Health Service

(08) 9421 3888  
[dyhs.org.au](https://dyhs.org.au)

#### MHERL

1300 555 788

