

why is safety important?

We want to make sure that you are safe when you are in our programs, working with one of our partners or in the community. Being safe means that you are protected from being hurt, harmed or treated inappropriately.

All **yourtown** staff, and those we work with, have a responsibility to look after you and help you be your best.

What does **yourtown** do to keep me safe?

We care about your wellbeing and are required by law to keep you safe when you are at **yourtown** or in one of our programs. We do this by taking anything you tell us seriously and:

- Making sure staff and people we work with are safe
- Making sure that staff and people we work with are suitable
- Letting people know what we are doing to keep you safe
- Helping you feel and be safe online
- Reporting problems when there is significant risk
- Designing programs that are appropriate and safe
- Ensuring that our spaces are safe
- Talking to our Youth Advisors about the best way to support young people
- Involving you and your families or supporters in decision making
- Making sure you can tell us when there is a problem

at **yourtown** you have the right to:

feel safe

ask questions

be safe

be informed

make your voice heard

choose how you participate

what if I have a problem?

At **yourtown**, you or someone you trust can talk to any **yourtown** staff member about any problem, concern, or issue that you have. This means that any door is the right door to voice your concerns.

You can also contact Kids Helpline 24/7 on 1800 55 1800 or via chat at www.kidshelpline.com.au



yourtown
POWERING kids helpline

making a complaint

are things not right at **yourtown**?

could we
be doing a
better job?

is there a problem with
a service that we have
linked you to?

when should I raise a problem?

what should I do if
I have a problem?

- You can tell us if you have a complaint, issue or concern
- We can help you if you need help to advocate for yourself
- Talk to us if something needs to change or you have any feedback about your experience
- Talk to a parent, friend or another person you trust to tell us something is wrong
- You can talk to any **yourtown** staff member, in any way you choose. At **yourtown** any door is the right door

when should I tell
someone about my
concerns?

who can I talk to?

- Speak to any staff member or contact Kids Helpline 1800 55 1800
- Email: feedback@yourtown.com.au
- Call: 1800 555 079
- Mail: GPO Box 2469, Brisbane QLD 4001

what happens next?

- We will listen to you, believe you and take you seriously
- We will talk to you and then investigate the issue if necessary
- We will support you through the process, we will be fair and ensure your safety
- We will work with you or your supporter to keep you up-to-date in a way that works best for you
- You will hear back from us within two weeks

You can also contact Kids Helpline 24/7 on 1800 55 1800 or via chat at www.kidshelpline.com.au



yourtown
POWERING **kids**helpline

your questions answered...

will you tell someone else?

can I still get support through **yourtown** if I have raised a problem or complaint?

yes, you can still get support through **yourtown**. But we may need to check how you get support to ensure you are safe.

sometimes, depending on the situation or what has happened we may need to tell your parents, school, the police or other government agencies.

can I get help to make sure I am heard?

yes, you can get help from a parent, a friend, Elder, trusted supporter another service or a different **yourtown** staff member.

can I tell you about something outside of **yourtown**?

yes, we can support you to tell your story or find someone who can help.

You can also contact Kids Helpline 24/7 on 1800 55 1800 or via chat at www.kidshelpline.com.au



yourtown
POWERING **kids**helpline

making sure you get the support you need

are you or someone
you know being hurt?

are you at risk of
being harmed?

yourtown staff have to act if you or someone has been hurt or is at risk of being hurt. This could be because of something that has happened at home, at school, with your friends or at **yourtown**.

Who can I talk to?

At **yourtown**, any door is the right door to voice your concerns. This means you or someone you trust can talk to any **yourtown** staff member about any problem, concern, or issue, including if you or someone else is being hurt. Anything that you tell us will be taken seriously.

what will
happen?

we will listen and
believe you

we might ask you
questions

we will only tell
people who
need to know

we will support
you to feel safe
and be safe

we will tell you
what will happen
next

we will report the
issue only if we
have to

we will inform
an appropriate
manager

The government requires us to respond to ensure that you and other young people are safe from abuse, harm or neglect. This means that in some situations we have to talk to the police, Child Protection or other Government Agencies.

How can I take action now? Contact:

Police: 000

www.esafety.gov.au/report

Kids Helpline 24/7 on 1800 55 1800 or via chat at www.kidshelpline.com.au