

# Information for You

**We want to make sure you feel safe and comfortable about being with us.**

Here is some information that you need to know about what we do to make your service the best it can be!

## Your Information

- » We keep all the information about you (like your name, your email and phone number, where you live and what you say to your CatholicCare person) safe in our computer system.
- » We keep your information for a long time (until you turn 25!) to make sure we can help you as long as you need.
- » If you want to look at your information, you can ask us and we will decide if that is ok (and will explain why if you cannot).

## Sharing Your Information

- » Sometimes we may need information from other professionals or organisations to help you. We will ask your permission to get it.
- » If a Court asks us to share information we know about you, then we must share it.
- » If we thought that you were going to hurt yourself, or someone else then we would also tell someone (but we will tell you if we decide that this needs to happen).

## How do you make a Complaint?

If you're unhappy about something that's happened while you are with us, we would like to hear about it and help you with it. There are three ways you can tell us about your concerns:

1

You can tell the person you are working with.

2

You can write and tell us.

3

You can tell another person at our office.

We would like you to tell us who you are, what happened to make you unhappy (or feel unsafe), when it happened, and what you would like to change. We will make sure we get back to you and will find a support person for you if you need one.



## Your Rights

Every child in the world has rights (the basic things that all people need to be treated fairly and have a good life). As a person working with CatholicCare you have some rights.

- » You should be treated fairly (no matter if you are a girl or boy, what colour your skin is, if you have a disability, what your religious beliefs are or the kind of family you have).
- » You should feel sure that we are doing what is best for you and know your needs should come first when we are deciding things that are important to you (this is called the best interests of the child).
- » You have the right to say what you think should happen to you at CatholicCare.
- » You have the right to bring someone along to help you at CatholicCare.
- » You have the right to say you do not want to see us.

## Your Responsibilities

When you work with us, there are some things you need to do for us:

- » You need to tell us about yourself so we can help you.
- » You have to speak nicely to our staff.
- » You need to play by the rules we set.
- » You cannot leave any group without approval from us.

## Our Responsibilities

We have to do some things for you too!

- » We will listen to you and not ignore you.
- » We will make sure we give you the best support we can.
- » We will help you have your rights respected and protected no matter what.
- » We will tell you about how to be safe in our office (where the bathroom and the emergency area is).
- » If you give us some feedback, we will use it to make our service better (if you let us).

**We have a Child Protection Officer who you can talk to if you feel unsafe.**

Her name is Brenda and you can talk to her over the phone (1300 477 433) or by email ([childinfo@catholiccare.services](mailto:childinfo@catholiccare.services)).

