



We want to hear from you.

How to make a complaint to us if you feel unsafe or upset:

Get support

You can ask a family member, carer or an adult at Uniting to help you.

Plan what you want to say

Write down or draw what has made you feel unsafe or sad as soon as you can.

What happens next

We will work with you and try to fix things right away.

We really want to hear from you so we can change the things we need to change.

Talk to us, visit our website or call us. Or if you don't want to talk to someone you know about what has happened, you can call **Kids Helpline on 1800 55 1800**.

Uniting believes that all children and young people have the right to be safe and feel safe.

To learn more about how to make a complaint visit unitingvictas.org.au or take one of our 'Top tips for making a complaint to us' brochures.

Get in touch

03 9192 8100

unitingvictas.org.au

Uniting



Your rights as a child or young person.

You have the right to:

- An identity - no one should take this away from you
- Practice your own culture, language and religion (especially if you are from an Aboriginal or Torres Strait Islander or culturally diverse background)
- Help if you have been hurt, neglected or badly treated
- Privacy
- Special education and care if you have a disability or are a refugee
- Give your opinion and for adults to take it seriously.

You have the right to be protected from:

- Being hurt or punished (physical, emotional and sexual abuse)
- Neglect, and have access to clothing, nutritious food, safe water and a clean and safe environment
- Someone treating you unfairly for their own benefit
- Harmful drugs and the drug trade.

For more information on your rights, go to the United Nations Convention on the Rights of the Child.

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Call Kids Helpline
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Uniting believes that all children and young people have the right to be safe and feel safe.

If you need to speak to someone about your rights, go to someone you trust.

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Every young person has the right to feel safe.

What can you do if you feel unsafe?

Don't go through it on your own.

Talk to us or someone you trust.

Make notes or drawings about what made you feel unsafe.

What is child/youth abuse?

- Hitting or hurting a child's body
- Allowing a child to experience or witness violence
- Not providing enough food, clothing or medical care
- Being drunk or drug affected in front of a child
- Yelling at, threatening or being mean to a child
- Touching a child's private parts
- Forcing a child to touch someone else
- Showing pornography to a child
- Taking sexual photos or videos of a child
- Leaving a child without adult care.

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Your rights in Out of Home Care.

You have the right to:

- Special care and protection if you can't live with your parents
- The best health care and information to help you stay well
- Have your living arrangements away from home looked at regularly to see if it's the most appropriate place for you
- A good quality education to help you develop your talents and abilities
- Legal help
- An identity – no one should take this away from you
- Practice your own culture, language and religion
- Help if you have been hurt, neglected or badly treated
- Privacy
- Special education and care if you have a disability or are a refugee
- Give your opinion and for adults to take it seriously.

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