



WELCOME TO



Act for kids



Our safety team reaches far & wide



You can always get help and you can tell someone anything, no matter what it is! If you are in an emergency, call 000 for fire fighters, police or an ambulance.

Here are some other people to call if you need an extra hand or can not talk to an adult you know:

♥ KIDS HELPLINE

A confidential telephone and online counselling service for young people aged 5–25 years old for any reason.

☎ 1800 551 800 🕒 24/7

🌐 kidshelpline.com.au

♥ EHEADSPACE

A confidential telephone and online service for young people aged 12–25. Qualified youth mental health professionals provide support to young people worried about their mental health or experiencing issues such as depression, bullying and isolation. Support is also available to concerned parents or carers.

☎ 1800 650 890 🕒 Mon–Sun: 9am – 1am (AEST)

🌐 headspace.org.au/eheadspace

♥ THE LINE

A relationships helpline for young people to talk to someone about the relationship issues they may be experiencing, or if they are unclear about where to draw the line between what is, or is not, a respectful relationship.

☎ 1800 695 463 🕒 24/7

🌐 theline.org.au/get-help

♥ 1800 RESPECT

A national sexual assault, family and domestic violence counselling line for anyone who has experienced, or is at risk of, physical or sexual violence. This service is designed to meet the needs of people with disabilities, Indigenous Australians, young people and individuals from culturally and linguistically diverse backgrounds. Online counselling is also available.

☎ 1800 737 732 🕒 24/7

🌐 1800respect.org.au

♥ SAMARITANS

Provides confidential crisis support, for issues such as relationship or family problems, loss and bereavement, financial or job-related worries, illness, addiction and suicide.

☎ 135 427 🕒 24/7

🌐 thesamaritans.org.au/get-help-support

♥ QLIFE

An early intervention, peer-supported telephone counselling and referral service for people who identify as lesbian, gay, bisexual, trans, and/or intersex (LGBTI).

☎ 1800 184 527 🕒 Mon–Sun: 3pm – 12am (AEST)

🌐 qlife.org.au

♥ WELLWAYS

A peer-led, volunteer support and referral service that provides information to people experiencing mental health issues, as well as their families and friends.

☎ 1300 111 500 🕒 Mon–Fri: 9am – 9pm (AEST)

🌐 wellways.org/our-services/helpline-1300-111-500

♥ LIFELINE

A confidential crisis support service that is accessible 24 hours a day. They encourage any person of all ages who is contemplating suicide, experiencing emotional distress, or caring for someone in crisis to call or text Lifeline.

CRISIS LINE

☎ 13 11 14 🕒 24/7

TEXT

📞 0477 13 11 14 🕒 12pm – 12am

ONLINE CHAT

🌐 lifeline.org.au/crisis-chat 🕒 7pm – 12am

ALWAYS REMEMBER

**We all have the right to feel safe all of the time.
We can tell someone anything, no matter what it is.**

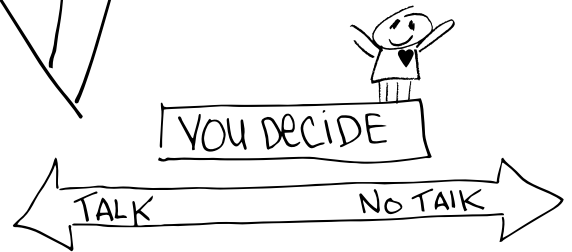
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Act for kids



At Act for Kids there are lots of people with different kinds of jobs who can work together to help you and your family.



Here are important things to know about Act for Kids:

We want all kids to be happy, healthy & safe

When things are hard, we can help you and your family

Our service is free for you and your family

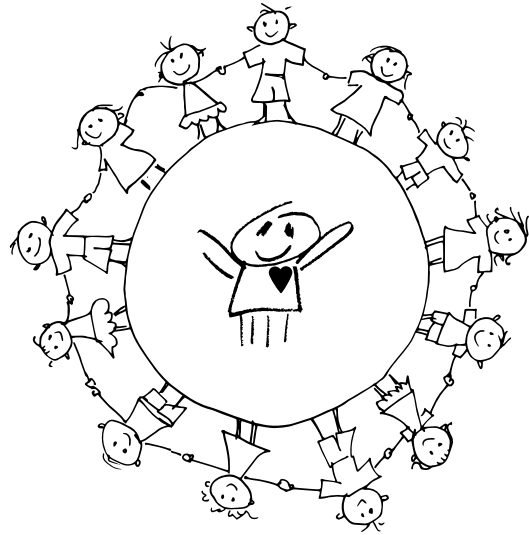
It's your choice - you can decide if you want to talk with us or not

HOW WE HELP

An adult you know will talk to a person from Act for Kids to work out how we can help you and your family.

ACT FOR KIDS CARES
ABOUT THE RIGHTS OF ALL
CHILDREN & YOUNG PEOPLE.

Find your RIGHTS!



D F R I G H T S R Z T G K T A
 E R O U W G I Q S U A B F H V
 E I F P K O V V T Q W E G P U
 Q E Q E P U F O O D Z L E S A
 U N H W M O J C G Z D O Y A C
 A D E C P T R H R T O N L F A
 L S A Y L Y G T E B H G E E R
 I N L O L O Q U U L W I A B E
 T M T F N F T I J N P N R E C
 Y G H A L Q T H U R I G N H H
 U H Y S H E L T E R W T W E O
 Z P A N F G D K N S B T Y A I
 F R Y Y X R E S P E C T T R C
 V P L A Y X C O L D B P X D E
 J Z X N D A N J T B W W Q R C

Opportunity

Help

Friends

Equality

Learn

Food

Clothes

Safe

Right

Healthy

Shelter

Care

Respect

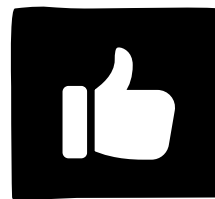
Belonging

Choice

Play

Be Heard

Things we will do



Help you feel safe

All children and young people have the right to feel safe all of the time. **All the time, everywhere, with everyone.**

This includes when you are talking with your Act for Kids worker or when you visit any Act for Kids location.

Respect you & your privacy



Offer you choices
& information

Listen to you

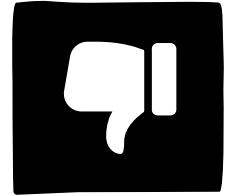
Be fair



Stand up
for you

Always act in
your best interest

Things we will not do



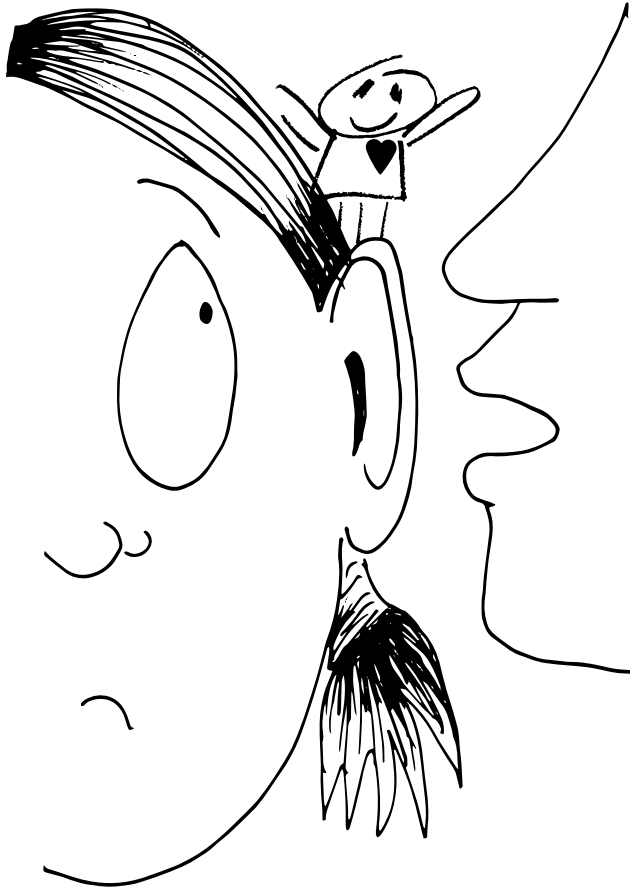
We will not ask you to keep secrets from your parents or carers.

We will not contact you at night or on weekends unless our boss knows about this and we have the permission of your parents or carers.

We will not knowingly say anything, show you something or touch you in any way that makes you feel uncomfortable or unsafe.



Keep
unsafe
secrets



**Give me
a bear hug!**

Invade
your
space



Make you
feel unsafe

Privacy and informed consent



WITH informed consent we can:

Collect your information so we can remember and track how things are going.

Help you and your family reach your goals.

Talk to you and your family.

Ask questions about you from people like Child Protection Services, teachers, doctors and other people that know things that can help you.



WITHOUT informed consent we can:

Only share things about you and your family if you are unsafe or in danger and sharing information will help.



privacy =

The law says we can't tell people things about you or your family without **informed consent** unless you are unsafe, in danger or we have a legal request from a Judge or Child Protection Services.

informed =

Understanding of what Act for Kids does and what talking to us means.

consent =

A signed consent form – signed by a parent, legal guardian and/or by older young people if they can show they understand what the form means.



You can ask us for your information at any time

- 1** It is your right to ask us to show you what we have written about you and our work together.
- 2** We will show you information that is right for your age and understanding.
- 3** We cannot share information about other people or stuff we have not written ourselves.
- 4** If you think that something is wrong, you can tell us the right information.
- 5** If other agencies have information about you, we can help you ask for it.

You have rights too!

A **right** is something that every person has.

All children and young people have the right to:

Food, water, shelter & clothes

Respect for their culture and beliefs

Be listened to and for adults to take them seriously

Be safe and looked after

Have grown-ups make choices that help them



Get help if they are sick, hurt or feel unsafe

Play, relax and do activities they enjoy

Know about themselves, find out things and share what they think



Opportunities that help them be their best

Equality and to be treated fairly

Learn at home and at school

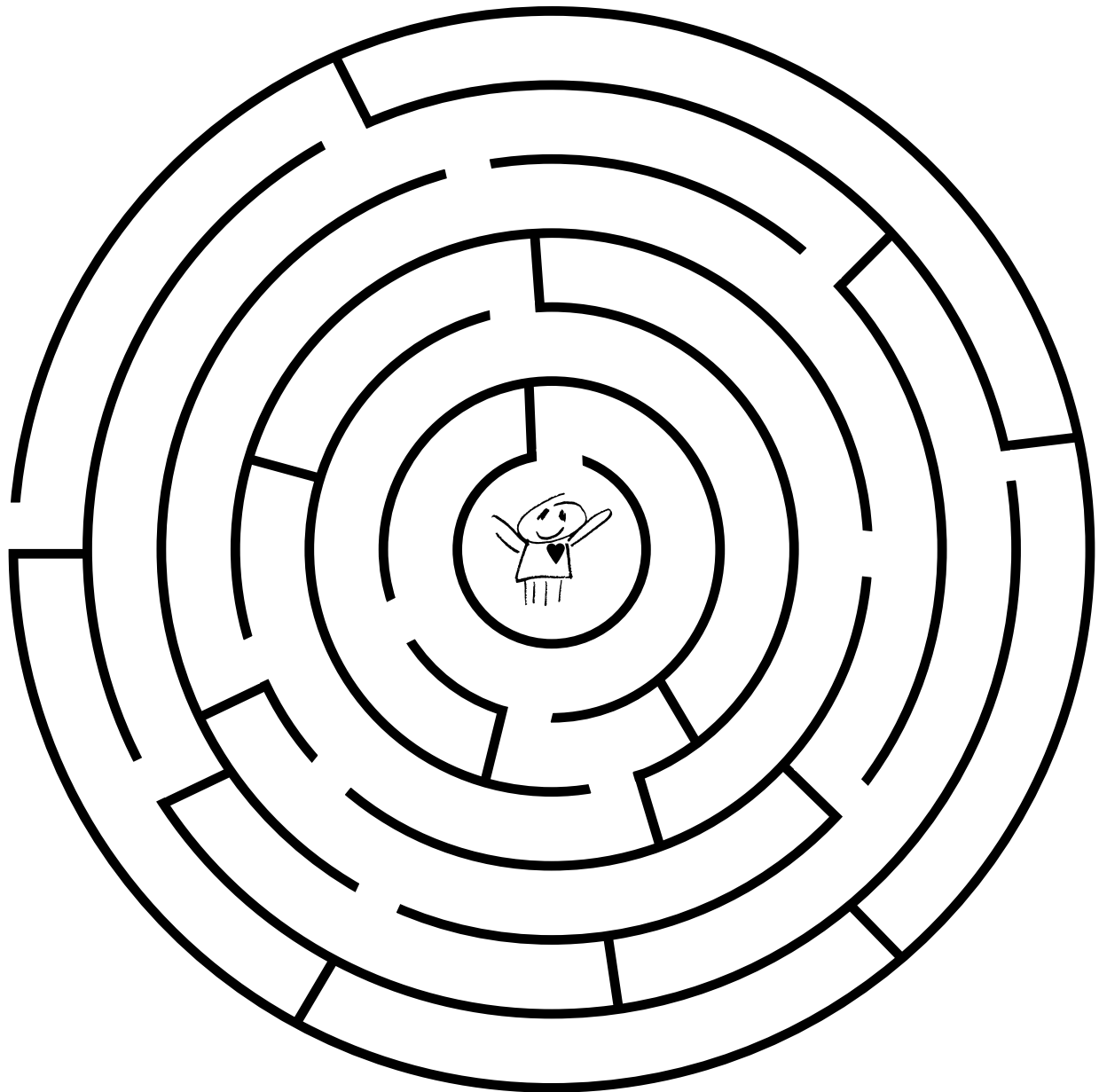
Choose who their friends are



Know your rights. You can talk to grown-ups about rights, like the grown-ups at Act for Kids!

MAZE CHALLENGE

Find your way through the maze and say hello to Emmy!



ALWAYS REMEMBER

**We all have the right to feel safe all of the time.
We can tell someone anything, no matter what it is.**



We do
our best

to keep you safe

DRAWING ACTIVITY

Draw a picture of what helps you feel safe.

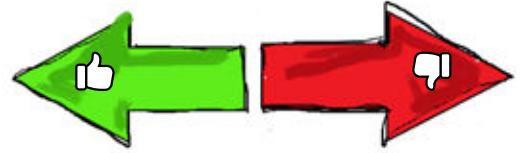


**HOW MANY EMMYS
DID YOU FIND?**



Write the number below:

ANSWER: 21



Please tell us how you think we are doing

We welcome **feedback** about how we are working with children and young people because we are always looking for ways to be better.

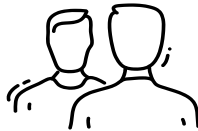
Feedback can be to tell us we are doing a good job, to tell us we could do something a little bit better, or to make a **complaint** because you think we could do things A LOT better.



THERE ARE LOTS OF WAYS TO GIVE US FEEDBACK OR MAKE A COMPLAINT:

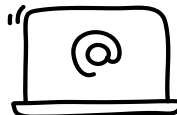
IN PERSON OR OVER THE PHONE

- ▶ If you feel comfortable, you can give feedback or make a complaint to your worker directly
- ▶ If you are not comfortable with that, you can **go to, or call your Act for Kids centre** and ask to speak to someone who can help with your feedback or complaint.



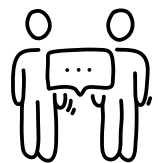
ONLINE

- ▶ You can email us at **feedback@actforkids.com.au** and we will contact you about your feedback and what will happen next; **OR**
- ▶ You can provide **nameless** feedback or complaints at www.actforkids.com.au/feedback. **Nameless** means we won't know it was you so we won't be able to contact you about your feedback or complaint.



HOW WE WILL RESPOND TO YOUR FEEDBACK OR COMPLAINT

- ▶ We will tell the Manager or Director
- ▶ We will contact you (if we know your name) within 20 days to give you an update



IF YOU ARE STILL NOT HAPPY

You can write a letter to the Act for Kids CEO:

PO Box 1844
Milton Qld 4064

