

Client Services Charter – Children and Youth

Safe and Well CQ is here to help children, young people and families who might be feeling scared, sad, or unsafe. We want everyone to feel safe and be treated with kindness.

We promise to:

- listen to you and believe what you say
- keep you safe and protected
- treat everyone fairly, no matter who they are
- help grown-ups learn how to be kind and helpful

Your rights (things you can expect from us):

- **Kindness:** you will always be treated with respect
- **Safety:** this is a safe place where you can be yourself
- **Privacy:** we keep your stories private, unless we need to tell someone to keep you safe
- **Your voice:** you can tell us how you feel and help us make decisions about your care
- **Support:** you can have a grown-up you trust with you when you talk to us
- **Honesty:** we will explain things to you in a way that is easy to understand
- **Complaints:** If you are unhappy with us, it is okay to tell us – we won't be mad

How you can help:

- **Show up for yourself:** by coming to your appointments on time, you are making sure you get the most out of your time here
- **Share your light:** when you tell us how you are feeling, you are incredibly brave and helping us learn the best ways to support you
- **Be a kindness champion:** by treating others with respect, you are helping make our centre a safe and happy place for everyone

When we are open:

9:00 am to 5:00 pm (Monday to Friday) – we are closed on public holidays.

Come see us:

44 Roseberry Street, Gladstone Central

Need to talk?

Phone: 07 4979 1456

Free Call: 1800 749 222

Email: info@safeandwellcq.org.au

Web: www.safeandwell.org.au

Other people who can help:

- **13Yarn Australia:** 13 92 76 – help Aboriginal and Torres Strait Islander peoples when they feel sad, worried or need someone to talk to.
- **Kids Helpline:** 1800 55 1800 (24 hours) – help all children when they feel sad, worried or need someone to talk to.
- **Queensland Family & Child Commission:** 07 3900 6000 – help to make safe and respectful places for children and young people to seek the support they need.
- **Office of the Public Guardian:** 1300 653 187 – help people when they need someone to stand up for them and their rights.
- **Police:** 000 (emergency) or 131 444 (non-emergency) – help all people when they feel scared or unsafe