Reporting Safety Concerns Children and Young People

Reporting safety concerns for children and or young people at Wanslea

All children have the right to feel safe and to be safe. At Wanslea, we want to make sure all children and young people using our services feel safe and happy.

If you feel unsafe, or you have been hurt, or you don't like the way you have been treated, it is important that you tell us. There are different ways you can tell us.

- Talking to a Wanslea worker you trust
- Talking to an adult you trust and asking them to contact Wanslea
- Telephoning the main Wanslea office on 9245 2441
- Sending a note or letter by post to: PO Box 211 Scarborough Beach Road, Scarborough WA 6922. Write 'PRIVATE' at the top of the envelope. In your letter, make sure you tell us your full name and address
- Sending an email to a Wanslea worker you trust
- Sending an email to the Wanslea central office at quality@wanslea.asn.au
- Going to the 'Contact' section Feedback and Complaints on the Wanslea website, typing out what you would like to say, and clicking on the 'Submit' button

Someone from Wanslea will get in contact with you and your concerns will be looked into. You will also be told what will happen. Remember to include your name and contact details so the Wanslea worker can talk with you.

If you feel unsafe now and need help urgently, call the Police on triple zero 000 or Crisis Care on 1800 199 008

If you would like to talk to someone on the telephone, here are some places you can call:

- **Kids Help Line**: 1800 55 1800   Website: www.kidshelpline.com.au
- **Lifeline**:   13 11 14   Website: www.lifeline.org.au
- **Headspace**:   1800 650 890   Website: www.headspace.org.au

The link below gives some tips for children and young people on how to make a complaint:
https://www.ccyp.wa.gov.au/info-for-children-and-young-people/tips-for-children-and-young-people-on-how-to-make-a-complaint/

The links below give more information about safety in organisations:

- **Feeling safe and respected in organisations**
  https://www.ccyp.wa.gov.au/info-for-children-and-young-people/
- **Safety information and support**
  https://childsafe.humanrights.gov.au/children-young-people
- **Getting help with e-safety and cyberbullying**
  https://www.esafety.gov.au/
  https://www.thinkuknow.org.au/
- **Information for children and young people in care**
  https://create.org.au/