

# We are a ChildSafe Organisation

HelpingMinds offers free support and information to young people and their families who may be struggling with their mental health and need a bit of extra support. Everyone has the right to feel safe when you are accessing our services at HelpingMinds, whether you are attending our counselling or workshops, or school holiday programs.

Your rights and needs are important, and we are here to support you if you are feeling worried, anxious, or confused or not feeling heard at any stage.

We follow the ChildSafe principles below to protect children and young people at all times.

1

Your safety is the most important thing to us

6

If you are not happy with our services and you want to give feedback, please ask a team member.

2

We help you understand your rights and how we can help you make decisions to support your wellbeing.

7

Our team members have the right training to meet your needs when you attend our programs.

3

If you need extra support, we will work with you and your family and match you to our best service.

8

If you are feeling unsafe when attending our services in person or online, speak up, so we can help you.

4

We welcome, support and respect children from different cultures or backgrounds, everyone is included.

9

We will ask you for ideas of how we can improve our services.

5

We employ team members who have the right values and have all their police checks.

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Our policies and procedures make sure you are protected when using our services.

Please reach out if you have a worry or concern and report this to a team member at HelpingMinds or if you are not feeling safe on 08 9427 7100. After hours, please contact the Department of Communities, Crisis Care Team/Central Intake Team on 1800 273 889. If you are a young person, please contact Kids helpline on 1800 551 800 which is open 24/7.

