

What to expect from a worker



Respect

We will treat you with dignity and respect.

Information

We will let you know about things that might impact you.

Act in your best interests

We will always do what is best for children. We will also work to keep you safe.

Support

We will listen to you and help you and your family achieve your goals. We will support your right to express your culture and identity.

Privacy

We will not share your information without asking unless we are worried about your safety or the safety of others.

What we WON'T do

We will never hurt you or make you feel unsafe. We won't touch you in a way that makes you feel uncomfortable. We won't ask you to keep secrets.

If your worker does any of these things, please tell your parent, caregiver or a trusted adult. You can also make a complaint.

Child Safe Standards



We want children to be safe. We do not tolerate child abuse. We comply with the Victorian Child Safe Standards, which help to protect children against child abuse.

For information about the Standards visit the website for the Commission for Children and Young People ccyp.vic.gov.au

Who else can help me and give me advice?



Kids Helpline (24-hours)

Call: 1800 55 1800

Webchat: kidshelpline.com.au/get-help/webchat-counselling

Lifeline (24-hours)

Call: 13 11 14

Text: 0477 13 11 14

Launch
HOUSING

IT'S TIME TO END
HOMELESSNESS

INFORMATION FOR CHILDREN AND YOUNG PEOPLE



Working with Launch Housing



This book is about:

- How Launch Housing will work with you and your family
- How you can give us feedback
- Your rights and your privacy

At Launch Housing we believe:

- Children have the right to be safe and cared for
- Children should have the opportunity to learn and play
- Children have the right to be heard and to be included in decisions that affect them
- Children have the right to express their culture and identity

Your privacy rights



Privacy is important:

Everyone has a right to privacy. This means you get to decide who you share information with and what information you share.

We will keep your information private, unless you tell us something that makes us worried about your safety or the safety of others. If that happens, we may have to share it with other grown-ups who can help, like Child Protection or Emergency Services.

What information we collect:

We collect information about you, like your name and date of birth. We also collect information about things that are happening in your life, your goals and things you want help with.

Why we collect information and how we use it:

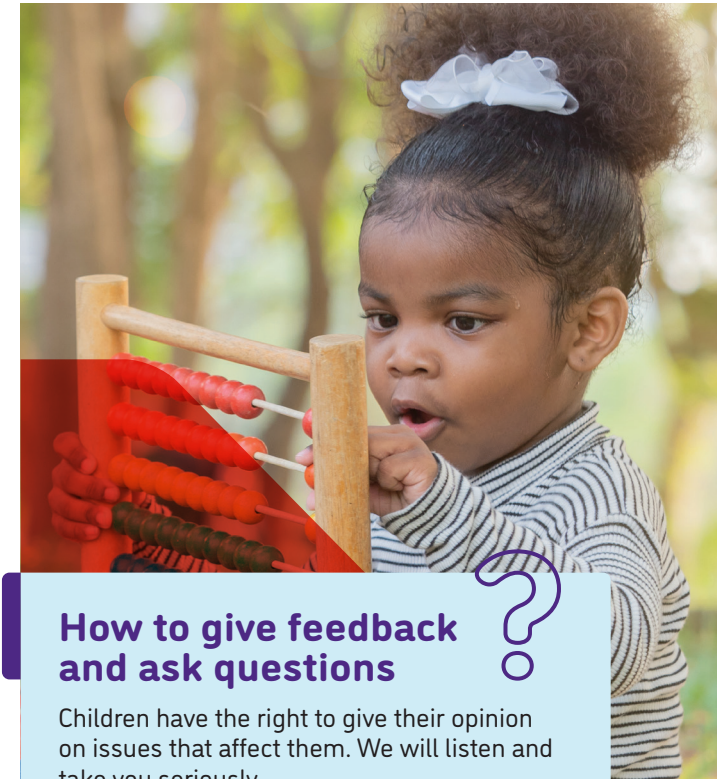
We use the information you give us in different ways to do our work. For example, we can use the information to:

- Help you to meet your goals
- Deliver services and supports
- Help run our organisation
- Do research and evaluations
- Keep your information up to date
- Meet government funding and legal rules

You and your parent or carer have the right to access and correct the information you give us at any time. You or your carer can ask your Launch Housing worker about this.

Sharing information:

We may give your information to other professionals that work with us and need to access your information to do their work. We need your consent to do this, unless we are worried about your safety or someone else's safety.



How to give feedback and ask questions



Children have the right to give their opinion on issues that affect them. We will listen and take you seriously.

If you are not happy with the way we are working with you, you can talk to your parent or carer, your Launch Housing Worker or the Manager of your Worker.

You can also give us feedback by getting a feedback from your worker, or you can email us at feedback@launchhousing.org.au

