



Carers NSW
Australia

YOUNG CARERS AND CARERS NSW

**INFORMATION FOR CHILDREN
AND YOUNG PEOPLE**

**YOU CAN ASK FOR
HELP TO READ THIS
DOCUMENT.
A TRUSTED FAMILY
MEMBER, FRIEND
OR SUPPORT PERSON
MAY BE ABLE TO
HELP YOU.**

**IT'S IMPORTANT TO UNDERSTAND YOUR RIGHTS
AND RESPONSIBILITIES, OR THE RIGHTS OF A YOUNG CARER
YOU'RE ASSISTING WHEN ENGAGING WITH CARERS NSW.**

If you have any questions or would like to discuss
anything in this document please contact Carers NSW on
Ph: 02 9280 4744, E: yc@carersnsw.org.au



All young people who access Carers NSW have a right to be protected and to feel safe.

This document has been created so you can better understand how Carers NSW and young carers can best work together. This includes information about our roles, being safe online, keeping young people's information secure and what to do if you, or a young person you know feels unhappy or unsafe at Carers NSW.

The information in this booklet is for young carers and people who are in contact or assisting young carers. Young carers are children and young people, 25 years or under, who help to support a family member or friend living with disability, mental illness, a drug or alcohol dependency, chronic condition, terminal illness or who is frail due to age.

Every caring situation is different and the word 'carer' can be confusing. Young carers are daughters, sons, brothers, sisters, granddaughters, grandsons, nieces, nephews, cousins and even friends!

Carers NSW Safeguarding Children and Young People Statement

All children and young people who access Carers NSW have a right to be protected and to feel safe.

We acknowledge that protecting the health and wellbeing of children and young people who come into contact with, and participate in Carers NSW services, events and programs is an essential component of our service delivery and is our collective responsibility.

WE BELIEVE THAT:

- Children and young people should never experience abuse.
- All children and young people have the right to feel safe and be safe.
- We have a responsibility to promote the health and wellbeing of children and young people.
- Children and young people have a right to participate in decisions affecting them and to be taken seriously.

WE RECOGNISE THAT:

- The welfare of children and young people is paramount in the work we do and in all the decisions we take.
- All children, regardless of age, disability, race, religion or belief, sex, gender, or sexual orientation have an equal right to protection from all types of harm or abuse.
- Some children are additionally vulnerable because of the impact of previous experiences, their level of dependence, communication needs or other issues.
- Working in partnership with children, young people, their parents, carers and other agencies is essential in promoting the health and wellbeing of children and young people.



WE ARE COMMITTED TO:

- Ensuring that all carers and people who come into contact with Carers NSW know that they have a right to feel safe and to be safe.
- Taking the interests and wellbeing of young people into account, in all our considerations and activities.
- Respecting the rights, wishes and feelings of the children and young people who access supports and services through Carers NSW.
- Developing a culture of safety and wellbeing, and ensuring our employees are trained.
- Taking all reasonable and practicable steps to protect children and young people from neglect, physical, sexual, and emotional abuse.
- Standing up to and reporting misconduct and calling out inappropriate behaviours.
- Ensuring young people are heard, and that we act on feedback to improve our services and supports.

Carers NSW will continue to seek feedback and review our processes regularly to maintain a safe environment for all, especially for children and young people.

Roles and Responsibilities

When you connect with Carers NSW, we both have a role in making sure you receive the best support and have a good experience.

WE WILL ASK YOU TO:



Treat others with respect and ensure a safe physical and online environment for everyone, including not taking photos or record anyone without the person knowing.



Ask us for help if you need it or let us know if you no longer need or want our help.



Let us know if your contact details have changed.



Let us know if you are not happy with us.



Not ask a Carers NSW employee to do something or keep something a secret that is against the law, a risk to yours, or others' safety, or in breach of Carers NSW policies.



Also, to not smoke in the physical presence of a Carers NSW employee and not use illegal drugs or alcohol when engaging with Carers NSW.

WE WILL:

- Always treat you with respect and fairness and actively practice kindness and inclusivity.
- Always listen to you and include you in all decisions about you.
- Support you the best we can.
- Keep your information private unless you ask for it yourself, or we feel you or someone else are in danger.
- Create a safe environment for you.
- Give you all the information you need.
- Ensure Carers NSW employees are supported to best support you.

Being Safe Online

It is important to us that you feel safe and stay safe online.

IF YOU'RE
UNSURE ABOUT
SHARING
SOMETHING,
DON'T
SHARE IT.

HERE ARE SOME TIPS ON HOW TO DO THIS:

- Keep personal information like your phone number and address safe and be careful what you share with others.
 - Think about the information you want to keep private, about yourself as well as the person you care for. Where possible, avoid using your full name, date of birth and contact information with people you've met online.
 - Think before you share images of yourself, or others online.
- Keep your passwords private.
- Be careful not to click suspicious links. If you're unsure if a link looks suspicious, don't click it and check with a trusted person before proceeding.
- Choose how you would like to participate.
 - Would you like to keep your video off? Do you need to move some personal items from behind you that are visible on camera?
- Online and social media use can be difficult at times and cyber-bullying (bullying over online platforms) can and does happen. If you feel unsafe or that you are being bullied in any way then reach out for help from a trusted person for support.
- Avoid meeting up with strangers you've met online. If you have made friends online and plan to meet in person, then take a friend or tell a trusted person your plans.

A POSITIVE ONLINE ENVIRONMENT:



Feels safe



Is kind



Is supportive and inclusive

SPEAK UP AND TELL SOMEONE IF YOU FEEL UNCOMFORTABLE

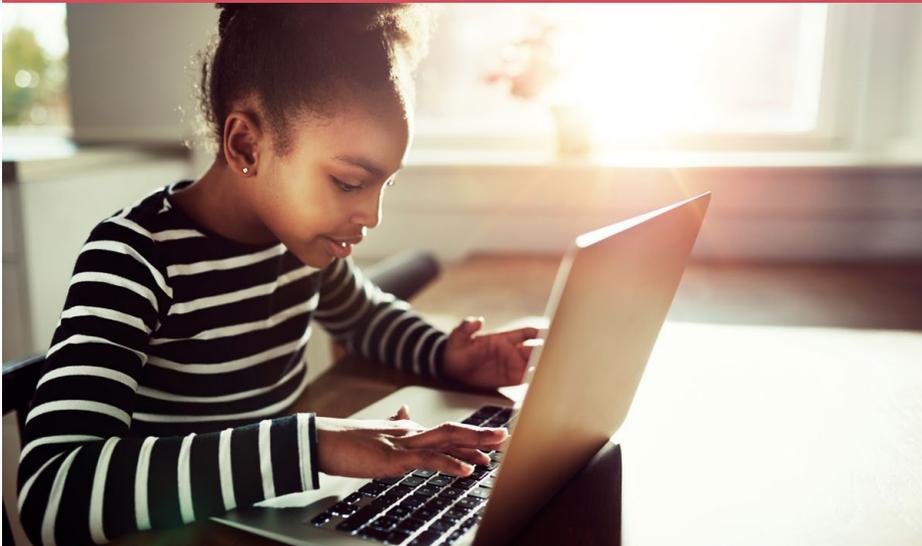
Keeping Your Information Private and Secure

Private means we will only share your information if you say that we can.

WHEN CONNECTING WITH CARERS NSW:

- We will collect some of your information like your name and address.
- We might speak with you and someone you know to collect your information.
- We collect your information to do our best to help you.
- Only our team at Carers NSW can see your information.
- Your information is safe and protected with us.
- If you are unsafe, we might need to share some information with others to help you.

You can always ask us to see or change your information, by calling us on 02 9280 4744



WHAT INFORMATION DO WE WANT?

We want basic information about you and your caring role, this might include your name, age, address, phone number and some information about the person you care for.

WHY DO WE WANT YOUR INFORMATION?

So that we can do our best to help and support you.

HOW DO WE COLLECT YOUR INFORMATION?

We will ask you, your guardian or a trusted person you choose for the information, usually over the phone or whatever way works best for you.

WHO CAN SEE YOUR INFORMATION?

Only our team at Carers NSW can see your information unless you say someone else can or if a court requests it.

IS MY INFORMATION SAFE AND SECURE?

Yes, it is. Your information will be kept on our online system. We have good online security to make sure that we protect your information. All our employees have police and working with children checks and follow rules to keep your information safe.

If you or another young person are not safe, we will need to share some information with other people or other organisations that can help protect and support you.

If you are in danger or if you think someone else is not safe, call the police on 000.

Making a Complaint

If you are not happy with something Carers NSW has done, you can let us know by making a complaint.

WHAT IS A COMPLAINT?

A complaint is when you let us know if you are unhappy with something, or if you have been made to feel uncomfortable or feel unsafe.

WHAT CAN I COMPLAIN ABOUT?

Anything that made you:

- Feel unhappy about the service you have received.
- Feel unsafe and/or uncomfortable.
- Feel unheard or not important.

WILL I GET INTO TROUBLE?

No. How you feel and your safety is important to us. By speaking up, you are helping us to do a better job.

WHAT HAPPENS AFTER I MAKE A COMPLAINT?

- We will listen, write down what you tell us, and try to fix it.
- We will look into what happened and let you know along the way what we find.

WHAT WILL YOU DO WITH INFORMATION I TELL YOU?

We will send your information on to someone at Carers NSW called the Complaints Advisor. Their job is to make sure that your complaint is heard and looked at quickly.

WILL EVERYONE KNOW I MADE A COMPLAINT?

You can ask us to keep your complaint private then we will only share your information if you say that we can. But if you or another young person are not safe, we will share the details with someone who can keep you safe.

If you or anyone is in danger, call 000.



WHAT IF I AM STILL NOT HAPPY?

- You can talk to us again.
- Or call the NSW Ombudsman on 1800 451 524 (an Ombudsman makes sure all organisations are doing the right thing).

If you are not feeling ok or if you want to chat with someone about how you are feeling, you can call Kids Helpline for free on 1800 551 800.

HOW CAN YOU MAKE A COMPLAINT?

Call us on
02 9280 4744

Send us a letter addressed to the Complaints Advisor and post it to:
**PO Box 785
North Sydney
2059**

Or go to our website:
[www.carersnsw.org.au/
about-us/contact-us/
complaint/](http://www.carersnsw.org.au/about-us/contact-us/complaint/)



**REMINDER: If you have any questions or would like to discuss anything in this document please contact Carers NSW on
Ph: 02 9280 4744
E: yc@carersnsw.org.au**