Junction
Support Services

A child-friendly guide to Junction's

Child Safety Policy

We keep children safe • We listen to you • We help when something is wrong

Child Friendly Illustrated Version

Version 1

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What child safety means

At Junction, every child and young person will feel safe, welcome and heard.

SAFE

Adults work to protect you from abuse and harm.

LISTENED TO

Adults listen when you share an idea or worry.

RESPECTED

People treat you fairly and kindly.

HEARD

You can speak up and have a say.

WELCOME

Junction is a safe place.

INCLUDED

Every child belongs and can take part.

Junction works to help keep children and young people safe from abuse, neglect, grooming, exploitation, discrimination and harm.

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Your rights at Junction

These rights belong to every child and young person.

I CAN FEEL SAFE

People will not hurt, frighten, bully or pressure me.

I CAN BE HEARD

Adults will listen when I speak.

I CAN HAVE A SAY

I can ask questions, be involved in decisions about me, and let people know what support I need.

I CAN BE MYSELF

I am respected for who I am, who I care about, my family, my culture, my language, my body and my abilities.

Your voice matters

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If something does not feel right

Follow these steps. Start with the step that feels safest for you.

If you are in danger now, call 000 or ask a safe adult to call 000

1. SAY STOP

Say "stop" or "no" if you feel able to.

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2. MOVE TO SAFETY

Go to a safe place or move closer to people you trust.

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3. TELL A TRUSTED ADULT

Tell what happened or what you are worried about.

It is not your fault. You will not be in trouble for telling us something that feels wrong. We will listen, believe you, and help you get support.

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Ways you can tell us

Choose the way that works best for you.

You can tell us if you feel unsafe, left out, judged, bullied, or treated unfairly because of who you are.

CALL

Call Junction using the contact details given to you.

WRITE

Write down what happened or what worries you.

DRAW

Draw a picture to help explain.

TALK

Talk to a trusted Junction worker or manager.

ASK FOR SUPPORT

A parent, carer, advocate or support person can help. You can have someone with you when you talk to us.

You can keep telling trusted adults until someone helps.

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Who can help?

You can choose a person you trust.

CHILD SAFETY OFFICER

A person at Junction who responds to child-safety concerns.

JUNCTION WORKER

A trusted worker or manager can listen and help.

SUPPORT PERSON

A parent, carer, advocate or trusted adult can support you.

Primary: Head of Children, Youth and Families

Secondary: Workplace Relations Officers or Risk Manager

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What happens after you tell us?

Junction will take your concern seriously and respond promptly.

1. WE LISTEN

We listen carefully and treat you with respect.

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2. WE CHECK SAFETY

We think about what will help keep you and other people safe.

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3. WE LOOK INTO IT

Junction will carefully find out what happened and what help is needed.

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What happens next?

We support you and explain what we can.

4. WE SUPPORT YOU

We work out what help and support are needed.

5. WE KEEP YOU INFORMED

We explain what can happen next in a way you can understand.

6. WE PROTECT PRIVACY

We keep your information private. If someone is not safe, we may need to tell people who can help keep you or others safe.

We will be careful with personal information about who you are.

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Everyone is included

Junction wants every child to feel valued, heard and supported.

ALL BACKGROUNDS

Children from every culture and language are included.

CULTURAL SAFETY

Aboriginal and Torres Strait Islander people, cultures, language, family, community, identity and beliefs are respected.

FAIR TREATMENT

Children will not be left out or treated unfairly because of who they are, their family, culture, body, disability, beliefs or how they express themselves.

ALL ABILITIES

Children with disability are supported to take part.

YOUR WAY TO COMMUNICATE

Adults will help you communicate in the way that works for you.

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Safe adults and safe places

Junction uses checks, training and planning to help prevent harm.

SAFE ADULTS

People working with children are screened, trained and supervised.

SAFE HOME

Homes and service spaces are checked for risks.

SAFE COMMUNITY PLACE

Programs and activities are planned with safety in mind.

PRIVATE INFORMATION

Personal information is handled confidentially.

REPORTING CONCERNS

Junction workers must report suspected abuse or harm.

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Remember

You deserve to be safe, respected and heard.

YOU HAVE THE RIGHT TO FEEL SAFE

Child abuse and harm are never okay.

SPEAK UP

Tell a trusted adult if something feels wrong.

HELP IS AVAILABLE

You do not have to manage a worry on your own.

Speaking up is brave. Junction will listen and take your concern seriously.

Junction asks children and young people what helps them feel safe. We use their ideas to make our services safer.

MY JUNCTION CONTACT

Name: _____

Phone or email: _____

This child-friendly guide supports the full Junction Child Safety Policy.

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