



You deserve to be safe, respected and heard

Our commitment to you

As a child or young person, you have the right to feel safe, respected and heard when you visit or stay with us.

Your voice matters.

We want to hear what you think and feel. We'll talk with you to make sure you understand what is happening. What you say helps us make good choices together.

You belong here.

From the moment you arrive, we want you to feel safe, welcome and cared for. Our team is here to help you.

We check in with you.

We have a responsibility to ensure that our environments are safe and respectful. We'll explain your rights in clear words and how to speak up if something doesn't feel right.

We respect all of who you are.

Your culture, language, family and story are important. We make sure everyone is respected and included no matter where they're from or what they believe.

We value lived experience.

We may be able to connect you with people and staff you can relate to, because sometimes the best support comes from those who understand your journey.

We keep learning.

Our team will keep learning and improving so we can provide care that is respectful, culturally safe and responsive to your needs.

