YOORANA
Women's Domestic Violence & Resource Service Inc

Yoorana – Keeping Children Safe and Happy

At Yoorana, we want all children and young people to feel safe, cared for, and respected. You have the right to grow up free from harm, abuse, or neglect, and we are here to help make that happen.

What we promise

You are important

- We care about you and want to hear your voice.
- Your ideas, feelings, and worries matter to us.
- We will ask for your thoughts and listen when you tell us what you need.

Safe spaces for everyone

- You can be safe here, inside our building, in programs, and when talking with our staff.
- We respect everyone, no matter their background, culture, abilities, or who they are.
- We work to make our spaces welcoming for Aboriginal and Torres Strait Islander children, children from other cultures, children with disability, and anyone who may need extra support.

Speak up and be heard

- If something worries you or makes you feel unsafe, you can tell any trusted adult here.
- We will take it seriously and act quickly to keep you safe.
- You can talk to us in ways that are easiest for you, in person, by phone, in writing, or another safe way.
- You will be supported the whole time, and no one will get in trouble for telling the truth.

Zero tolerance for harm

- No one is allowed to hurt children.
- Everyone who works with us staff, volunteers, and visitors, must follow our rules to keep you safe.
- We report serious problems to the right authorities, so you are always protected.

Learning and getting better

- We keep learning how to make our services even safer for children.
- Staff and volunteers get training to understand how to protect children and respect their voices.
- We ask children and families for feedback to make our programs better.

Working with families and community

- We work together with your family, carers, and community to help keep you safe and happy.
- Your safety is our top priority, we cannot do it alone, and we welcome families' help.

Remember:

You have the right to be safe, to speak up, and to be listened to. Yoorana is here to support you and protect you, every step of the way.