

# Charter of Commitment to Children and Young People

## We will make sure that at Red Cross you are:

### Respected

We will treat everyone equally no matter where they are from or who they are. We will make sure everyone feels included and welcome.



### Informed

We will give you information about your rights, your physical, emotional and online safety, and what to do if you feel unsafe.



### Involved

We will make sure there are lots of ways for you to have a say and be involved.



### Heard

We care about your ideas, needs, worries and fears. We will listen and act on what you tell us, and learn so we get better at what we do.



### Safe

We will make our areas, locations and services safe and comfortable for you.



If you want to talk to someone about how we do this, please contact:

If you have any concerns or feedback you can also contact:

Practice and Safeguarding Team at [yourvoice@redcross.org.au](mailto:yourvoice@redcross.org.au)

Customer Care Team at [contactus@redcross.org.au](mailto:contactus@redcross.org.au) or by calling 1800 733 276