

Changes in your family:



If you have had to move house you may have had some changes in your family that could be worrying or upsetting.

Sometimes families have to move suddenly leaving behind family, friends and favourite things. You may be unsure if you will be going back to your old school, not sure if your mum and dad are still together or wondering what might happen in the future.

It's important to remember that all families go through stressful times and have lots of changes that can be upsetting. The best thing to do during this time is talk your parent, teacher or even your worker, they will be able to help you with any worries.

Try to remember that it's not your fault. You may feel confused, scared and even worried about mum or dad or your brothers or sisters! These feelings are normal and won't be so bad when you talk to a grown up and get some advice and support.

Change can also be a good thing you may meet new friends, go to a new school, join a new sporting club and move to a new area!

Some phone numbers that can help you:

Police, Fire, Ambulance Ph: 000

Kids Helpline Ph: 1800551800

Lifeline Ph: 121114

Parentline Ph: 1300301300

Royal Children's Hospital Ph:93455522

Nurses on Call Ph: 1300606024

Women's D.V Crisis Service Ph: 1800015188

Aboriginal Health Service Ph: 94193000

Child Protection (24 hours) Ph: 131278

Gatehouse Centre Ph: 93456391

22 Lakeside Drive,
Broadmeadows, 3057

Ph: 9359-5493

Fax:9357-1090

www.homelesskidscount.org



"KIDS BUSINESS"



Information for Kids who use SAAP services

This pamphlet is a resource for workers/parents to read with children who are using SAAP services.

This Pamphlet includes Info on:

- ★ **What to expect at a homeless service**
- ★ **How a worker can help you**
- ★ **Talking about your worries**
- ★ **Your rights and how to make a complaint**



★ What to expect at a homeless service

Sometimes families go through difficult times. If you have come into a homeless service with a parent, carer or family member it's probably to get some help with finding somewhere to live. This might be a time that your family is feeling really stressed and has lots of worries, you may not know where you will be going to move to.

A worker will meet with your family to talk about where you have lived before, what challenges you may have and will try help you to find a new place to live. This might take a few meetings and some time and they may arrange for you to stay somewhere temporary until more permanent housing can be found, this is called transitional housing.

Transitional Housing is a regular house that families stay in until a house that you can stay at permanently becomes available.



★ How a worker can help you

With your parent's or guardians permission a worker can help you out in lots of ways.

They can help you

- ★ find a new school
- ★ Help find a doctor
- ★ find sporting and recreational things you like to do
- ★ help you get things you may need for your new house.

They may help you to understand all the changes, give you fun things to do and play with, and let you know what you can do if you're unhappy about anything.

★ Talking about your Worries

When families are going through stressful times you may have things in particular that you are worried about.

A worker will come out and talk with you and your parent about your needs this is called a children's support plan. They may talk about how you're feeling about changes in your family and any impacts this may be having on you. This is a great time to discuss any of your worries or have your questions answered, and get help to make you feel better.

All of the information you tell your worker is confidential, however if you tell your worker something that is happening that puts your safety at risk they will need to speak to your parents and other workers.



★ Your rights and how to make a Complaint

You are entitled to get support and help with any of the things you have talked about with your parent or worker. There are special rights for children called the "Declaration of Children's Rights" that help you learn about what you're entitled to.

Some of these things include

- ★ The right to safe affordable housing
- ★ The right to education
- ★ The right to be safe and protected from harm
- ★ The right to health care, healthy food, clean and safe environment and information to help you stay well

If you are not happy with the way you've been treated or you want to talk to a worker you are allowed to make a complaint to make sure everything is done fairly. Just ask to speak to another worker or the boss!

