



Mercy Health
Care first



Information and support

For more information about Safeguarding at Mercy Health or to raise concerns about safeguarding, contact the Safeguarding Coordinator:

safeguarding@mercy.com.au
or **03 8416 7786**

You can access help outside of Mercy Health by contacting organisations such as:

Kids Helpline 1800 55 1800
kidshelpline.com.au

1800RESPECT 1800 737 732
1800respect.org.au

1800 ELDERHelp 1800 353 374

Lifeline 13 11 14
lifeline.org.au

If you need immediate assistance in an emergency or life threatening situation, call triple zero (000).

How can I provide feedback?

1. Talk to our staff
2. Ask to speak with the person in charge
3. Write to us online
4. Write to us using a feedback form
5. Contact our:
 - Health Services – Feedback Officer
 - Aged Care – Feedback Officer



Mercy Health acknowledges Aboriginal and Torres Strait Islander Peoples as the First Australians. We respectfully acknowledge the diversity of Indigenous Australia. We recognise Elders past, present and emerging. This brochure was produced on Wurundjeri Country.

Safeguarding at Mercy Health



mercyhealth.com.au

Everyone who comes into contact with Mercy Health has the right to be safe. This is especially important for children and vulnerable people.

Our commitment to safety

Mercy Health is committed to keeping everyone safe. This means:

- we listen to the voices of children and vulnerable people
- we have policies and procedures to protect children and vulnerable people from abuse and neglect
- we do not tolerate abuse and neglect
- we take allegations of abuse and neglect seriously and respond effectively
- we respect all cultures and promote a safe environment for children and adults who identify as Aboriginal and/or Torres Strait Islander and those from culturally and linguistically diverse backgrounds
- we provide a safe environment for children and adults with a disability.

Safeguarding means that we have measures to protect the safety, human rights, and well-being of individuals, which allow people to live free from fear, abuse, harm and neglect.

Safeguarding is everyone's responsibility. All children and people who come into contact with Mercy Health have the right to be safe all the time.

Mercy Health's commitment to safeguarding children and vulnerable people is captured in key policies and procedures, including:

- Safeguarding Children and Vulnerable Adults Policy
- Code of Conduct Policy
- Child Safety Policy
- Protection of Children Policy and Procedures
- Elder Abuse Management Procedures



If you or someone else does not feel safe

- Find support: Speak to someone you trust
- Tell your support person:
 - your concerns
 - how the problem has made you feel
 - what would help fix it
- Raise concerns and provide feedback

Speaking up about concerns is important and can make a difference. Mercy Health encourages all people to speak up if they do not feel safe.