

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, pets and favourite things.



You may not know 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. During this time talk with someone that you trust. This could be a parent, teacher or your worker, they will be able to help you with any worries. The most important thing to remember is that it's not your fault.

You may feel confused, scared, 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: 000

Kids Helpline: 1800 55 18 00

Lifeline: 13 11 14

Parentline: 13 22 89

Royal Children's Hospital: 9345 5522

Nurse on Call: 1300 606 024

Women's D.V Crisis Service: 1800 015 188

Aboriginal Health Service: 9419 3000

Child Protection (24 hours): 13 12 78

Gatehouse Centre: 9345 6391

22 Lakeside Drive,
Broadmeadows, 3057

Ph: 9359-5493

Fax: 9357-1024

www.homelesskidscount.org



“KIDS BUSINESS”

Information for Kids who use SHS services

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

This Pamphlet includes Information on:

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



★ What to expect at a homelessness service

Sometimes families go through hard times. If your family have come into a homelessness service it's probably to get some help with finding somewhere to live.

Your family may be feeling really stressed and have lots of worries, because you may not know where you will be going to live.

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 they may arrange for you to stay somewhere until a permanent house can be found, this is called transitional housing.

Sometimes you might even have to stay at a motel if there is no transitional housing available.



★ How a worker can help you

With your parent's permission a worker can help you:

- ★ find a new school



- ★ Help find a doctor



- ★ find sporting and recreational things you like to do like swimming or basketball



- ★ 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

If your family is going through a hard time, there might be things that are worrying you.



A worker will come out and talk with you and your parent about your needs this is called a children's assessment and support plan.

All of the information you tell your worker is confidential, which means that your worker will not tell anyone what you said.

Sometimes your worker may have to tell your parent or another worker if you or somebody else is in danger. If this ever happens your worker will try their best to tell you before they tell somebody else, but this might not always be possible.

Your Rights and how to make a complaint

You have the right to get support and help with any of the things you have told your parent or worker. There are special rights for children called the "**Convention on the Rights of the Child**". Your worker can go through the rights with you if you wish.

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