



## About Barnardos Australia

Barnardos Australia is a leading non-government, non-denominational child protection charity in Australia.

Originally founded in the UK in 1870 by Dr Thomas Barnardo, we have been operating in Australia since 1921.

Barnardos Australia believes all children and young people deserve caring families in which they can grow safely and fulfil their potential.

We work together with children, young people and families to break the cycle of disadvantage, creating safe, nurturing and stable homes, connected to family and community.

Our intensive family support programs combat family and domestic violence, drug and alcohol abuse, mental health, poverty and homelessness, to strengthen families and keep children safe at home. When this is not possible, we also provide safe homes for children through foster care and kinship care to give children a safe place to grow and develop.

Since 1985, Barnardos has pioneered open adoption for non-Aboriginal children in NSW, giving children the permanency and security they need, for life.

## For further information

### Barnardos New South Wales

60-64 Bay Street | GPO Box 9996  
Ultimo NSW 2007 | Sydney NSW 2001

**Ph:** 1300 237 507  
**E-mail:** NSW@barnardos.org.au

### Barnardos Australian Capital Territory

2 Atherton Street | PO Box 384  
Downer ACT 2602 | Dickson ACT 2602

**Ph:** (02) 6228 9500  
**E-mail:** canberra@barnardos.org.au

### ACT Together Consortium

26 Thynne St | PO Box 7215  
(6a Traeger Court) | Kaleen ACT 2617  
Bruce ACT 2617

**Ph:** (02) 6110 2200  
**E-mail:** info@acttogether.org.au

### All privacy enquiries:

**Ph:** (02) 9218 2450  
**E-mail:** privacy@barnardos.org.au

### All complaints:

**Ph:** (02) 9218 2455  
**E-mail:** complaints@barnardos.org.au

[barnardos.org.au](http://barnardos.org.au)



## What you need to know about Barnardos



We believe in children.



# We work to keep children, young people and families safe.



## We value our children, young people and families

We work together with children, young people and families to break the cycle of disadvantage, creating safe, nurturing and stable homes, connected to family and community.

## Our commitment to Aboriginal people

We work in a culturally meaningful and respectful way with Aboriginal families and communities. We are committed to working collaboratively, and in partnership with Aboriginal and Torres Strait Islander people, organisations and communities.

## Our voice

As a leader of innovation in Australian child protection, we use our knowledge and expertise to influence government, other non-government organisations and the wider community.

## Our people

Our staff, carers and volunteers are engaged, valued and effective in working towards the mission, vision and values of Barnardos.

## Our sustainable future

We maintain a strong and viable organisation with systems that enable and support our programs and services for children and families.

Barnardos Australia always puts children and young people first.

Our aim is that children and young people:

- Be happy and safe
- Feel listened to
- Feel accepted and valued
- Feel culturally respected and safe
- Have access to quality education and health care

Barnardos will help children and young people do their best. We will:

- Provide a safe environment
- Treat them respectfully
- Support them to achieve their goals
- Support contact with their birth family

Barnardos Australia upholds the Convention on the Rights of the Child.

Barnardos Australia works within the Charter of Rights for Children and Young People in Care.

Barnardos Australia supports the CREATE Foundation for children and young people in care.

## Complaints procedure

If you haven't been able to resolve the matter with your Barnardos worker:

- 1** Talk to your program manager
- 2** If you still have concerns you can contact your Barnardos Centre Manager or Regional Manager
- 3** If your complaint hasn't been resolved please email [complaints@barnardos.org.au](mailto:complaints@barnardos.org.au) and it will be directed to your Executive Manager for resolution.
- 4** The CEO of Barnardos is available to resolve complaints if the Executive Manager hasn't been able to. Please email: [complaints@barnardos.org.au](mailto:complaints@barnardos.org.au)

If the CEO of Barnardos is not able to resolve your issue, please contact:

### ACT enquiries:

Children and Young People  
Commissioner &  
Public Advocate  
Ph: 02 6205 2222  
e-mail: [humanrights@act.gov.au](mailto:humanrights@act.gov.au)

### NSW enquiries:

NSW Ombudsman  
Ph: 1800 451 524  
e-mail: [nswombo@nsw.gov.au](mailto:nswombo@nsw.gov.au)

Visit [barnardos.org.au](http://barnardos.org.au) to read the privacy policy, complaints policy, and information collection statement.

Barnardos aims to respect your privacy and treat information confidentially, however, we must also comply with laws to protect children.