

Keeping YOU Safe in IWA



**Our Commitment to Children
and Young People**

What does this mean for me?



Your **health, safety** and **welfare** are really important to us.

In IWA we do our best to respect and support you any way we can.



All IWA Staff and Volunteers must do their best to keep **everyone** safe.

You may feel that someone has not treated you well or hurt you in some way. It is important to tell someone you trust if this has happened to you.

What are your rights?

You have many rights in Ireland today

To be safe	To live free from abuse or harm	To get help
To be listened to	To be supported	To be asked your opinion
To be healthy	To have a choice	To be young

What might be a concern?

If someone is, has been or might be hurt or abused in any way we call this **a concern.**

Reasons for Concern

- ▶ Physically hurt
- ▶ Emotionally hurt
- ▶ Bullied
- ▶ Someone being forced to do something they don't want to do

Who can be told?

If you have something on your mind that is bothering you, it is important to tell someone you trust who may be able to help. You can decide who you want to tell but it is important to try to get help if you are upset by something.

You could tell your parent or guardian if you have a problem or a concern. We are also here to listen to your concerns and support you to get advice and help.

If an IWA staff member or volunteer is told we will **listen to you.** We don't promise to keep secrets in IWA but we will try to help.

You have a right to know who you can speak to in IWA. Check out the information below to find out who you can speak to.

IWA Service or Activity	Who can I talk to in IWA?
Assisted Living Service (My PA Service)	My PA The Service Coordinator
IWA-Sport Club/Activities	My Coach The Club Safeguarding Officer
IWA Youth Club	My Youth Worker The Service Coordinator
Other Activities	Whoever is in charge The IWA National Safeguarding Officer

What will we do?

If we have a concern we can do a couple of different things. We may need to talk to your parents or whoever is in charge to tell them about the concern and try to help.

We can talk to other people who know how to help but this will depend on what the concern is about. **The important thing is that we won't ignore it and we will listen to you and try to support you any way we can.**



Key Messages

- ✓ Your welfare is the most important thing.
- ✓ You have a right to know who you can talk to if you have something on your mind.
- ✓ If we have a concern about you, we will not ignore it and try to help.

IWA Customer Care

IWA's Customer Care staff can take calls from anyone who may want to make a complaint. The staff will listen and try to help.

Contact Customer Care
Tel: 01 818 6485 or **Email:**
customer care@iwa.ie



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