

Charter for Parents



and Families

involved with ACT child protection services

Shared expectations and responsibilities - for families and workers



You can expect to

- > be treated with respect
- > not be judged
- > have respectful conversations

You have the responsibility to

- > be honest
- > listen to others' views, even if you disagree
- > work together to find solutions



What parents and families can expect

Respect



You can expect to

- > be treated as someone with value
- > be treated without discrimination for any reason
- > have your cultural needs considered, acknowledged and respected

Being heard



You can expect to

- > explain your story and have your views considered
- > have your feelings of grief, intergenerational trauma, loss and frustration heard with compassion

Participating in discussions and decisions



You can expect to

- > be genuinely heard and included in discussions and decisions
- > have decisions explained clearly and transparently, and followed up in writing
- > be offered adjustments or support to participate, if needed



Information and privacy



You can expect to

- > know your information will be treated sensitively and stored safely to protect your privacy
- > be told if your information is shared (if safe for your child)

Being supported



You can expect to

- > get help to access support to help you to overcome challenges
- > bring a trusted person to support you in meetings or phone calls
- > know what changes you need to make, and have your positive steps acknowledged



Responsibilities for

Parents and families



You have the responsibility to

- > treat workers the way you'd like to be treated
- > listen to and consider others' views, even if you disagree
- > work together to find solutions that put your child's needs first



Child protection workers



You have the responsibility to

- > be honest
- > listen to families and include them in decision-making where possible
- > explain the reasoning for a decision and whether it can be changed
- > be consistent, reliable and clear about when and how you will communicate
- > acknowledge progress and act with empathy and compassion
- > ask families to help you learn about their cultural needs
- > apply reasonable adjustments, be responsive to families' circumstances and link them to support
- > follow internal policies, procedures and guidelines (including ACT Public Service values)
- > do what you say you will do, and be clear when something isn't possible
- > respond to feedback, and ensure families know about and are kept up to date on the complaints process



Scan the QR code to access
the full Charter or go to:

www.act.gov.au/charter-parents-families



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