



Guidelines for Parents

CatholicCare NT is committed to the wellbeing and safety of all clients, visitors and staff at our sites or involved in our programs. With this in mind, we ask you to:

- treat staff and others with courtesy and respect
- let us know if there is a problem
- work with us to solve any problems
- comply with staff directions and rules at the site
- be honest and accurate in your dealings with us
- read or ask a worker to explain any written material about the service you are receiving
- let us know if you do not understand any information we give you

All children have the right to feel safe. If you have children participating in any CatholicCare NT programs, you play a vital role in ensuring the safety of your child and supporting their outcomes by:

- encouraging your child's participation in a positive manner
- listening to your child if they express unhappiness with CatholicCare NT services
- talking to your child's worker if you are worried or concerned about your child's safety or their expressed unhappiness
- talking to the Manager of the program or General Manager Programs if you are unhappy with a worker's response
- not engaging in behaviour that discriminates against any other person on the basis of gender, race, ability, colour, religion, language, sexuality, politics or national or ethnic origin
- not engaging in, or threatening to engage in violent or physical confrontations with any other person
- following any directions of CatholicCare NT staff, including any request to modify your behaviour if there is a breach of these guidelines

CatholicCare NT has a number of ways to make sure that your child's right to safety is met when participating in our programs. Some examples are:

- recruitment policies and procedures
- staff must have Working with Children (Ochre) cards
- specific training for staff when they work with children
- staff must adhere to a Code of Conduct
- mandatory reporting responsibilities for allegations of child abuse

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