



## Safeguarding Children - Guidelines for Parents

CatholicCare NT (CCNT) 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
- follow staff directions
- be honest and accurate in your dealings with us
- read or ask a worker to explain the information about the service that 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 CCNT programs, you have an important role in ensuring the safety of your child and supporting their goals by:

- encouraging your child's participation
- listening to your child if they express unhappiness with CCNT 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 Regional Manager of the program, or to the General Manager Programs, if you are unhappy with a worker's response
- behaving respectfully towards other people e.g.: no yelling or using threats of physical violence
- following any directions of CCNT staff, including any request to modify your behaviour if there is a breach of these guidelines

CCNT 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:

- robust recruitment policies and procedures
- all staff must have Working with Children (Ochre) cards
- specific training for staff who work with children
- all staff must adhere to CatholicCare NT's Code of Conduct
- clear mandatory reporting processes for allegations of child abuse

