



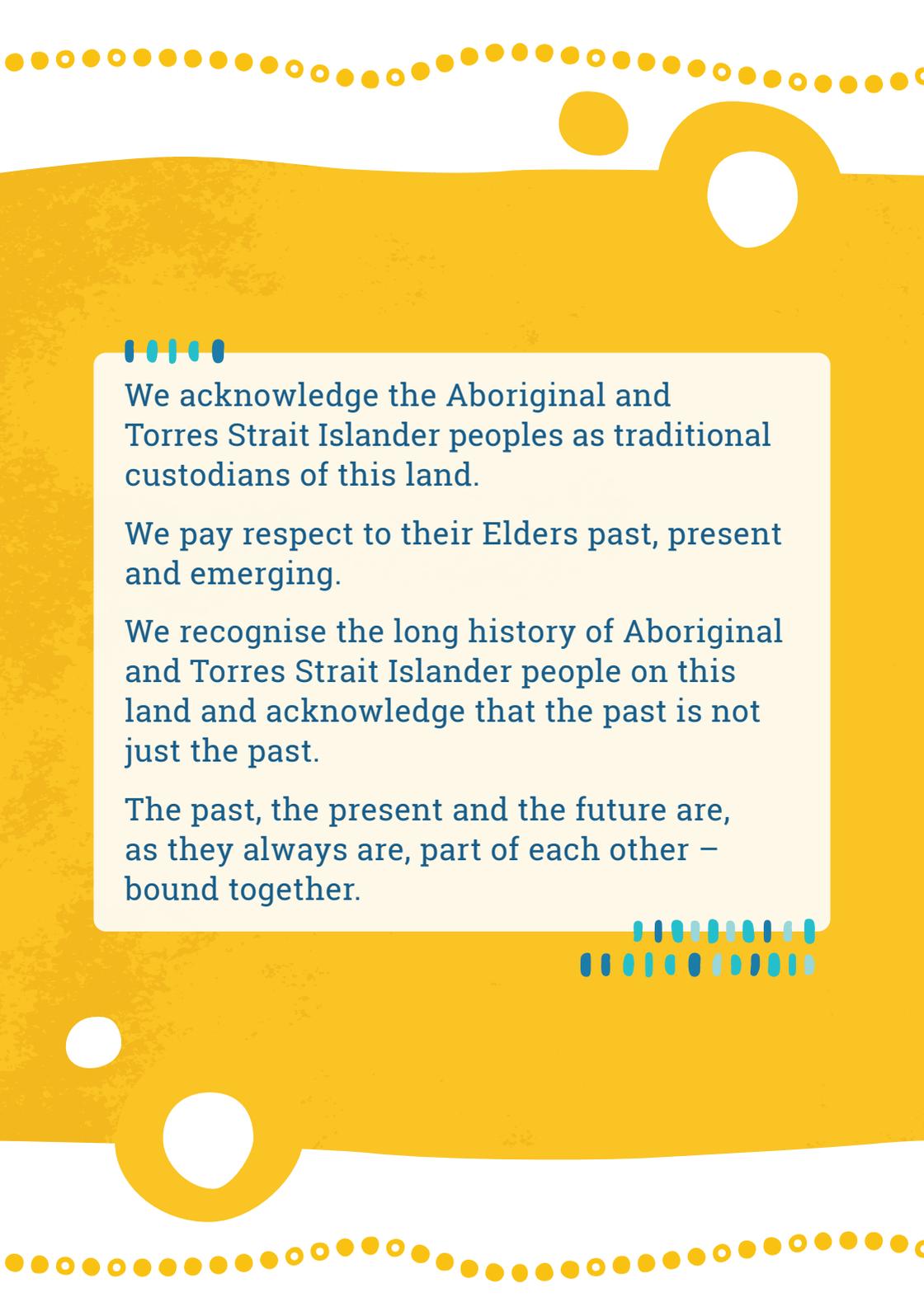
Government of **Western Australia**  
Department of **Communities**



# Charter of Rights for parents and families

(involved with statutory child  
protection in Western Australia)





We acknowledge the Aboriginal and Torres Strait Islander peoples as traditional custodians of this land.

We pay respect to their Elders past, present and emerging.

We recognise the long history of Aboriginal and Torres Strait Islander people on this land and acknowledge that the past is not just the past.

The past, the present and the future are, as they always are, part of each other – bound together.

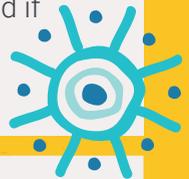


### **Respect. I have the right to:**

- be treated with courtesy and dignity, without discrimination of any kind regardless of why my children entered care
- be recognised and respected in my role as a parent or family member
- have feelings of grief and loss acknowledged and understood in a sensitive and non-judgemental way
- have my culture respected and understood, and for this to be considered in the decisions made about my family.

### **Information. I have the right to:**

- have the worries and possible outcomes explained to me clearly, in language that I understand, and have access to an interpreter if I need one
- be given information about what I need to do now and what happens next
- receive all information from formal meetings in writing, in a way that I understand within a reasonable timeframe
- be told who my child's case manager and team leader are, how to contact them, and told when this changes
- be informed about how my child is coping in care and if there are changes to the care arrangement
- honest and transparent communication.



### **Support. I have the right to:**

- receive information about where I can get independent support and advice that is appropriate to my culture and needs
- have a support person with me in Court and in meetings with the Department of Communities.



**Fair treatment. I have the right to:**

- be treated fairly regardless of race, culture, gender or religion
- consistency and fairness in service delivery and information provided to me
- make a complaint or raise a concern without fear of reprisal
- be afforded procedural fairness
- have my concerns heard, recorded and responded to in a reasonable timeframe.

**Participation and inclusion. I have the right to:**

- self-determination and for my voice to be heard, acknowledged and considered seriously in the decision-making process
- have a clear understanding of what the goals are, and what I need to do to meet them
- be provided with timely updates concerning changes in my child's circumstances
- the opportunity for the best possible contact with my child that promotes our positive relationship.

**Privacy and confidentiality. I have the right to:**

- have my personal information treated respectfully and sensitively
  - know that my personal information will only be shared when necessary.
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# **This charter of rights aims to improve outcomes for children, parents and families who come into contact with the Department of Communities as a result of child protection concerns.**

Parents, children and families have the right to life-long relationships with each other.

We need to work together in a way that places the child’s best interests, safety and wellbeing first.

At the same time, we need to maintain the parent-child relationship, connection to extended family (and kin), community, country and culture, to support a sense of belonging.

This Charter recognises that parents and families are the key to finding solutions which shape and influence the way we work together by:

- supporting a culture of respect for parents and families
- encouraging staff to work with parents and families as equal partners
- listening to, and including parents’ and families’ voices when working with children.

## **The rights in this Charter are consistent with the requirements of the *Children and Community Services Act 2004*.**

Caseworker’s name: .....

Contact number: .....

Team leader’s name: .....

Contact number: .....



## Useful numbers:

### **Family Inclusion Network WA (Fin WA)**

Phone: (08) 9328 6434

Email: [info@finwa.org.au](mailto:info@finwa.org.au)

### **Legal Aid WA**

Phone: 1300 650 579

### **Aboriginal Legal Service WA**

Phone: (08) 9265 6666

Free Call: 1800 019 900

### **Complaints Management Unit**

Phone: 1800 333 325 (1800 FEEDBK)



The Department of Communities and Fin WA worked together in developing the Charter of Rights for Parents and Families (involved with statutory child protection in Western Australia).