

# Parent Participation Model and Framework

What is it?

## 1. Respect and recognition

What should service  
and workers do?

Respect

Recognise  
parent/s as an  
individual

Recognise  
parent/s as a  
member of their  
family and system

Recognise lived  
expertise (of self  
and child)

Acknowledge  
parent's  
experience of the  
situation

What does it mean?

You are respected  
by your workers and  
services.

You are a whole  
person, not just a  
client.

You are part of a  
family and important  
in your child's life.

You know yourself  
best, and you know  
your child.

Your voice should  
be heard when you  
talk about your  
experience with a  
service.

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## 2. Advocacy and guidance

What should service and workers do?

Understand what is required

Address what is missing

Identify, include and build support networks

Support parents to strengthen their advocacy (self or third-party)

What does it mean?

Workers and services should listen to you so they know the story of you, your child and your family.

It is okay to ask for help - sometimes this can really help you and your child.

It can be stressful to talk to friends or family. Your worker and services can help you to have support.

You are allowed to speak up. Having someone with you (like a friend, family member or worker) can help you to face something that feels hard.

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## 3. Building relationships

What should service and workers do?

Acknowledge the trauma and impact of system involvement (chronic and acute)

Develop a partnership with attention to power imbalances

Collaborate through active involvement of parents in planning and decision-making processes

Provide responsive action that is timely and robust

What does it mean?

Workers and services should show you they know it can be hard, scary or upsetting for parents (and lots of other feelings).

Your worker should help you to feel like you are working together, and that you are part of the team.

When workers talk about your child or your family, you are allowed to talk and help to make decisions.

You should be given information when you need it or when you ask for it.



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## 4. Empowering parents

What should service and workers do?

Share and invite information

Use strengths-based approaches

Motivate parents to make positive changes

Support parents to participate in decision-making processes

Address practical barriers

What does it mean?

Workers and services should make sure you have all of the information you need. They should also listen to the information you have.

Even if parents have some struggles, there will still be lots of things they are doing right. You and your worker should talk about your strengths as a parent and as a person.

Your workers and services should help you to feel like you can to make good choices that will help you and your child.

Workers and services should do everything they can to help you be part of decisions about your child or family.

There can be lots of reasons why it is hard for you to go to meetings or talk to services. They should help you to be involved where they can.



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## 5. Access to information

What should service and workers do?

Provide accessible and regular assistance in system navigation

Share relevant case information in a timely, accessible manner

Receive and provide information through parent's preferred mode

Confirm understanding

Explore and identify mechanisms for sharing parent stories that reduce repetition

What does it mean?

You might not know what help is out there. Workers and services can give you that information.

You should be told all of the important information about your case or your work, in a way that makes sense to you.

Parents need different kinds of information. You can tell your worker what you need (for example, they can help you if you find it hard to read).

Workers and services need to make sure everything makes sense to you so you know what is going on.

They should help you not have to tell your story over and over.



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## 6. Connection and identity

What should service and workers do?

Identify, agree and reinforce the common goal of what is best for the child

Share relevant case information in a timely, accessible manner

Support and strengthen the child-parent connection at every opportunity, even if the child is not in the parent's care (unless this compromises the child's safety)

Maintain, rebuild and reconnect parents to their sense of identity

Maintain, rebuild and reconnect the child with their sense of familial and cultural identity

What does it mean?

Workers and services should help you to feel like everyone wants what is best for your child.

Your child should see being part of the team and talked to with respect.

Workers and services should help you to stay connected to your child in a healthy way (unless they think it is not safe for your child).

You are still a parent no matter what happens to your child.

Your child is still part of your family and culture no matter what happens.

