

# TOGETHER WITH FAMILIES

## OUR FAMILY-COMMUNITY ENGAGEMENT PRINCIPLES

Our principles for engagement guide how we work with families and community, informing our practice and decision making.



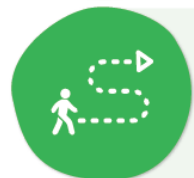
### Caring

#### What it means

Kindness and **understanding** are at the heart of our connections with families.

#### How will we know?

Our engagement with families focuses on relationships, and creating space to listen without judgement and connect in personal, heartfelt and meaningful ways. Everyone feels known and valued.



### Purposeful

#### What it means

Clear reasons **why, how** and **when** the engagement is being done and **who** is included.

#### How will we know?

Everyone we engage with knows why they are involved and what is expected of them. Engagement activities are a meaningful and productive use of their time.



### Inclusive

#### What it means

Families are **supported to take part** in ways that are **easy to access**, including through the use of plain language.

#### How will we know?

There are flexible ways for everyone to contribute and the barriers to **getting involved** are removed so the diversity of our families is represented. It is easy for everyone to understand and join in.



### Genuine

#### What it means

The **voices** of all families are **heard** and **used** to build on what has already happened and develop new ideas.

#### How will we know?

Everyone's knowledge, experience and skills are considered. Engagement is comfortable, trusting, friendly and transparent.



### Responsive

#### What it means

The **input** from all families is **acknowledged** and they are given **timely feedback**.

#### How will we know?

Everyone gets regular updates on what's been heard and their views are valued so that they know they have been listened to without judgement.



### Effective

#### What it means

Engagement activities and their **impact** are **measured**.

#### How will we know?

Evidence is collected and recorded to help us learn and grow together so that we are always improving.