

## NATIONAL CHILDREN'S CHARTER

This Charter says how all children will be treated by all Tusla staff. These are the key messages from children who took part in writing this Charter.

### As CHILDREN we want Tusla workers to:

Involve us in making plans and decisions.

Treat us and our family with respect.

Get us help and information from other services.

Talk to us in private and where we are comfortable.

Help keep us safe and away from harm.

Think about the good and bad things in our life and our future.

Be positive, friendly, and caring.

Think about our mental health.

Do activities we enjoy with us.

Only share our information with others when they have to.

Give our family help and advice to care for us.

Give us information we can understand.

Listen and talk to us.

Give us time to trust each other.

### Tusla workers will:

- Be suitable for their job.
- Respect children and put their best interests first.
- Listen to and involve children in plans and decisions.
- Give clear information about who they are, what they do, what will happen and when things will happen.
- Understand children and their situation.
- Build positive, caring and trusting relationships with children.
- Meet children where they are comfortable and have privacy.
- Help families to care for children.
- Respect children's privacy and confidentiality as far as possible.
- Get children other services when needed.
- Be realistic and honest about what Tusla can do.