

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.