



Trust



Respect



Kindness



Empowerment

TÚSLA

An Ghníomhaireacht um
Leanaí agus an Teaghlach
Child and Family Agency

Communication charter for Tusla staff and parents of children and young people in care

“Don’t underestimate the power
of the smallest of communications
- because one small communication
can have the biggest impact”

- Parent of a child in care



This charter was developed with parents for parents.

As parents, we expect to...

Be valued as the parents of our children.

Be treated as equals and given respect.

Be shown empathy, compassion, and receive reassurance.

Be included in and informed about decisions affecting us or our children.

Parents have told us...

“ It’s very scary for parents when children go into care first. ”

“ Parents should be considered and included. ”

“ It’s not always what is said, it’s how it’s said. ”

“ To be the best for our children sometimes we need to be minded as well. ”



As Tusla workers, we commit to...

Informing you of Tusla’s role in working in the best interest of your child.

Working with you and your child to build positive, trusting relationships.

Keeping you informed of the Care Plan and decisions affecting you and your child.

Giving you information on other services when needed.

Respecting you and your child’s privacy and personal information.

Upholding your rights as a parent.

Recognising your unique experience and taking time to understand.



“She spoke to me as a mother
and not just as a parent of a
child in care.”

- Parent of a child in care



**Scan here for
resources for
parents of
children in care.**

**[tusla.ie/parenting-24-seven/information-
if-your-child-is-in-care/](https://tusla.ie/parenting-24-seven/information-if-your-child-is-in-care/)**

**Barnardos Parental Advocacy
Service - 1800 333 355**