

TUSLA

An Ghníomhaireacht um Leanaí agus an Teaghlach Child and Family Agency

Educational Welfare

If you are missing a lot of school, or cannot go to school, we can send an Educational Welfare Officer to talk to you and help you.

Community Support

We also help organisations to set up youth clubs, homework clubs and other safe places for children to meet and talk.

Family Support

Sometimes families need help. We can provide a Family Support Worker to talk with your family if there is an issue at home.

The different types of work that we do in Tusla

Violence in the Home

If there is violence at home, we can provide help and support.

Child Protection

If you are not being cared for properly or you are being harmed, our Social Workers can help.

Alternative Care

If your parents cannot look after you for some reason, you might need someone else to care for you.

A Social Care Worker

is someone who provides care and support for children and young people.

A Family Support Worker

is someone who talks to a family about anything they may need help with.

The type of people you may meet in Tusla

A Social Worker

is a person who works with a family to make sure children are safe from harm.

An Educational Welfare Officer

is someone who works with schools and families to find a solution if a child is missing a lot of school.

Contact Us

Tusla – Child and Family Agency, Floors 2-5,
Brunel Building, Heuston South Quarter, Dublin 8.
t. (01)7718500 e. info@tusla.ie www.tusla.ie

Supported by

The
ATLANTIC
Philanthropies

Participation of Children and Young People Our Approach

WHO are We?

We are the Child and Family Agency, or Tusla. We were formed in January 2014 and we are the State organisation responsible for the welfare and protection of children and young people in Ireland. Our job is to keep children and young people safe from harm by working with them and their families.

WHAT do We do?

We know that you face a lot of challenges as you are growing up. Sometimes, you and your family might need help. We can support you and your family if you are having a difficult time for whatever reason.

What is Participation?

Participation means you will tell us what you think and we will listen to you and take your views into account in decisions that affect you. With your participation, we can make our services better for you and for other children and young people.

Supported by

The
ATLANTIC
Philanthropies

What do we mean by our approach to participation?

We have come up with an approach to participation to make sure that your views are taken into account in decisions that affect you.

Everyone who works in Tusla must follow this approach.

What is involved in the approach?

When our staff are working and/or consulting with you, they will:

- ask you what you think or feel about the situation;
- listen to what you have to say;
- take your views into account;
- act on your views if it is safe to do so.

We will keep checking and reviewing our work to make sure we are following the approach.

Why is it important for you to participate?

1. You have a right to have a say in decisions that affect you.
2. Often you know exactly what you need to be safe and well; by working with us you can make sure that we give you the help you need.
3. You will be happier with a decision if you have been involved in making it.
4. You will help us to keep you and other children and young people safe.

If you want to make a complaint to Tusla

If you are not happy with the service you got from us or with how we dealt with you, you can make a complaint to us. You can make the complaint yourself or ask a family member or an adult that you trust to help you with it.

Tell Us

is the name of the service you can use to comment, tell us your ideas or complain. To do this, you can talk to a Tusla staff member, you can fill out a form and give it to Tusla, you can email tellus@tusla.ie or you can phone your local Tusla office. An adult can help you do this, or you can do it yourself. You can get the form from www.tusla.ie or by ringing Tusla and we can send it to you.