

Tusla Child and Family Agency

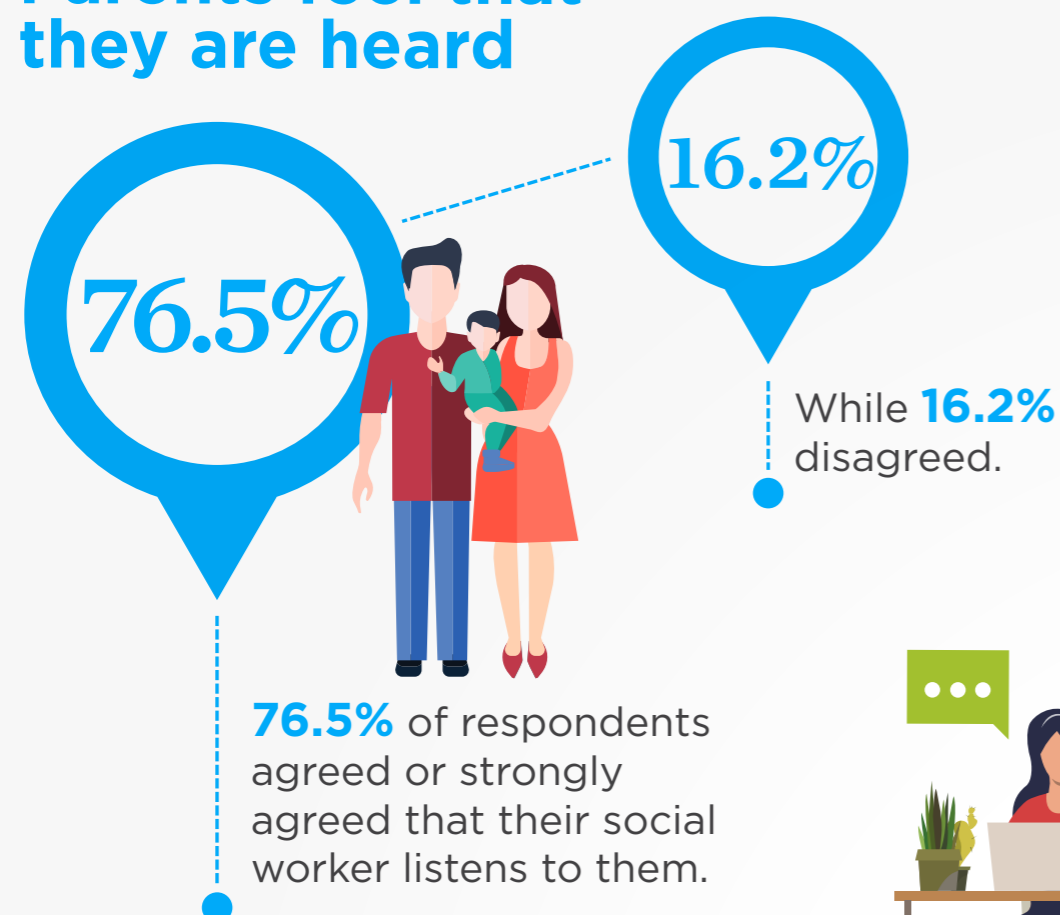
Parent Survey

This is what you told us is working really well!

We asked for your views?

From **October 2018** to **January 2019**, we asked parents engaged with child protection social work services about their experience of working with social workers. In total, we heard from **111** parents across the country who agreed to take part in our telephone survey.

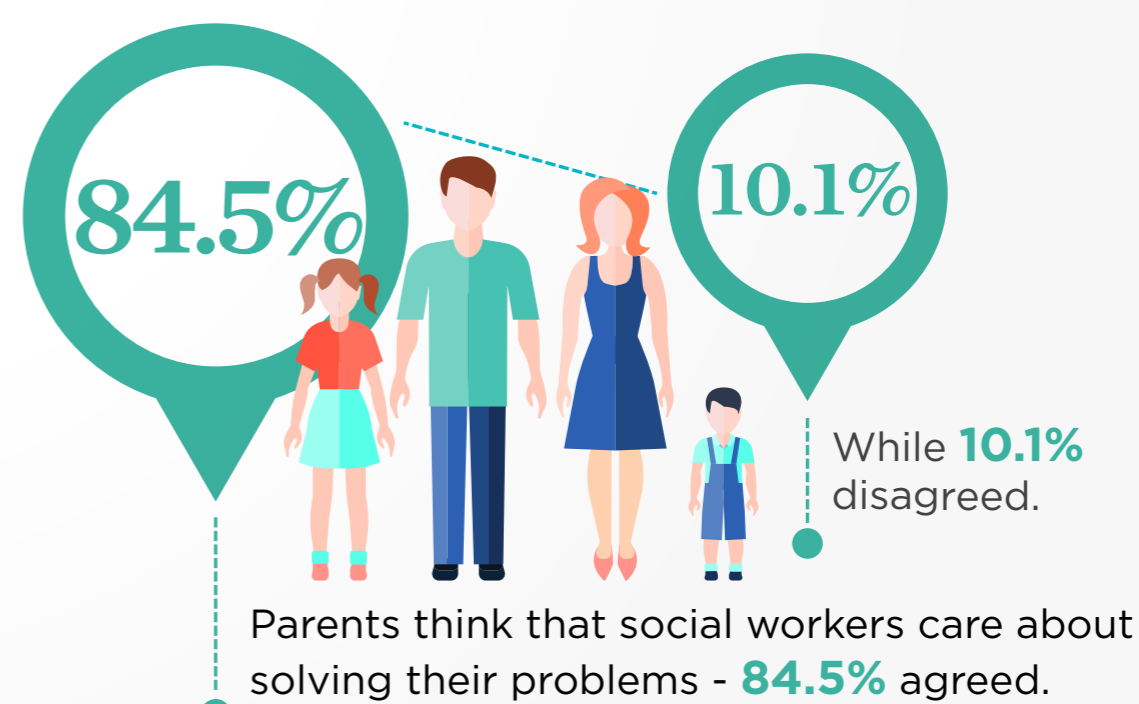
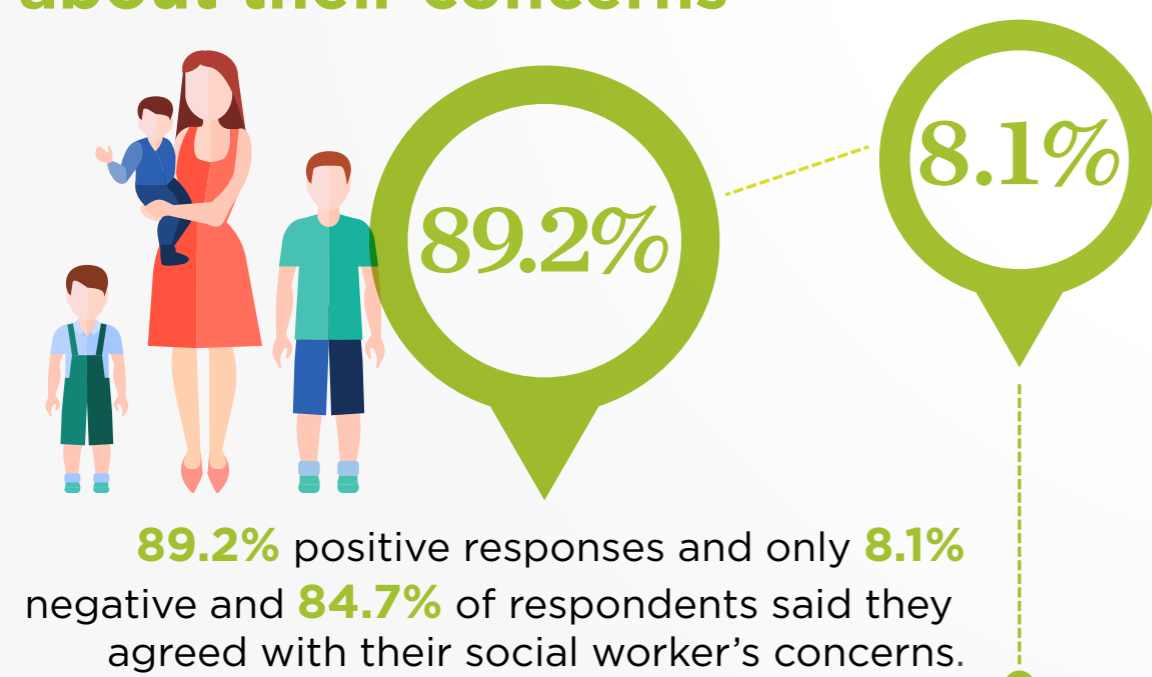
Parents feel that they are heard



Social workers are reliable



Social workers are clear about their concerns



The things that you want to improve:

- Improved communication
- Trusting relationships
- More honesty
- Consistency of social worker
- More involvement in making plans

"The worker could have listened to me more at the meetings. People are nervous at meetings..."

"More contact might help to nip more issues in the bud."

"I felt my social worker completely listened and more importantly when she spoke to my child she listened and understood. My child felt very happy with the support..."

My kids now know that the social workers & garda are there to help and do their job and keep children safe."

If you have any feedback or ideas as to how we can improve our services and how we work with you and your children please discuss this with your social worker or with staff at your local Tusla office. Alternatively you can provide a comment, compliment or complaint at tellus@tusla.ie or at **01 771 8500** (Monday to Friday).



MUNRO, TURNELL & MURPHY
Child Protection Consulting



TUSLA

An Ghníomhaireacht um
Leanaí agus an Teaghlach
Child and Family Agency