

Family Engagement Policy

1. Purpose

This policy outlines how Cairns Psychology Group involves families in creating and maintaining a child safe organisation. Families are recognised as partners in ensuring the safety, wellbeing, and inclusion of children and young people.

2. Scope

This policy applies to:

- All children, young people, and families who engage with our services
- All staff, contractors, students, and volunteers
- All settings including onsite, outreach, and telehealth

Note: Clinicians engaged with Cairns Psychology Group are independent practitioners. They are accountable for their own professional practice and regulatory compliance. While independent, clinicians are expected to align with this policy and the child safety framework of Cairns Psychology Group when providing services under the practice name.

3. Guiding Principles

- Families play a central role in children's safety and wellbeing.
- Engagement must be respectful, inclusive, and culturally safe.
- Families have the right to be informed, consulted, and involved in decisions affecting their children.
- Communication must be open, transparent, and accessible.
- Families are supported to raise concerns without fear of negative consequences.

4. Commitments

Cairns Psychology Group commits to:

- Providing families with clear, accessible information about our policies, procedures, and child safety commitments.
- Involving families in decision-making where appropriate and respecting their role as primary carers.
- Ensuring families know how to access complaints processes, feedback channels, and child-friendly reporting tools.
- Offering opportunities for families to provide feedback through surveys, meetings, or informal conversations.
- Respecting cultural, religious, and linguistic diversity and making adjustments for accessibility where needed.

- Communicating promptly with families about matters affecting the safety and wellbeing of their child.

5. Communication with Families

- Families will receive a Child Safety and Wellbeing Summary outlining our key commitments.
- Child safety posters and complaints information will be displayed in waiting areas.
- Policy updates will be shared via email or at intake appointments.
- Interpreters and translated materials will be provided where needed.

6. Roles and Responsibilities

- **Directors** – Ensure systems for family engagement are in place.
- **Practice Manager** – Oversee family engagement activities and monitor feedback.
- **Staff** – Communicate respectfully, listen to family perspectives, and support their involvement in decisions affecting children.
- **Clinicians (Independent Practitioners)** – While responsible for their own professional practice, they are expected to align with Cairns Psychology Group's family engagement principles and cooperate with family involvement processes when practising under the practice name.
- **Families** – Share relevant information to support child safety and wellbeing, provide feedback, and raise concerns when needed.

7. Monitoring and Review

- Family feedback will be discussed at staff meetings and included in continuous improvement processes.
- The Complaints Register and Risk Register will capture relevant family feedback.
- This policy will be reviewed every two years, with input from families where possible.

Next review due: August 2026

8. Approval

Signed on behalf of Cairns Psychology Group:

Name: _____

Position: _____

Date: _____