

BUILDING TRUST IN EVERY CONVERSATION WITH PARENTS

Communicate with Care

Be kind, compassionate and respectful. Use names – not just “mum”. Consider the impact of your words, tone of voice and body language.



Include Childrens' Voices

In person, pre-recorded or through an advocate. Think about masking and how this might impact what you might see or hear.



Respect Parents' Knowledge

People tell their stories in different ways, have different communication and processing styles. Listen actively to understand.

Be Transparent

Provide copies of notes and correspondence. Be clear about what your services can offer, what happens next, and what you will do and by when. Follow up on actions, keep parents informed of progress and delays.



Offer Choice to Families

Ask how best to communicate (text, email, letter, etc.), where and when to meet, who will be present. Provide advance notice about meetings.

Value Parents' Expertise

Start by believing what parents say. Be aware of your own biases and preconceptions about autism, disability, and parenting, and especially the parent sitting with you.



Be Curious, Not Judgemental

Don't make assumptions. Ask open questions to understand the full picture. Be objective in your assessment of the situation.

Be Open to Learning

Reflect on gaps in your knowledge or experience, where the balance of power lies, what you felt, how you responded, and what would you change next time?