



Tips for parents

Introducing kids to CatholicCare Victoria's services

Life can be busy and at times stressful for both children and adults. Sometimes issues that begin small can grow, and we might feel overwhelmed and distressed. Talking things over with someone who listens to problems and helps find solutions is what CatholicCare services are all about.

CatholicCare Victoria's services help kids learn skills to handle all sorts of everyday challenges such as difficult situations, thoughts, feelings and how to deal with people. Here's some tips about how to prepare children to receive CatholicCare Victoria's services:

- Find a good time to talk and assure them that they are not in trouble. Listen actively.
- Take kids' concerns, experiences, and emotions seriously.
- Try to be open, authentic, and relaxed.
- Normalise their concerns.
- Talk about privacy and confidentiality. Explain that CatholicCare Victoria's services offer children a safe place to talk about their concerns privately. Reassure them that if they feel threatened or unsafe, CatholicCare Victoria staff will talk with someone who will be prepared to help.
- Talk about who makes what decisions and how - kids, parents, and CatholicCare Victoria staff.
- Talk about the types of activities that kids might be part of.
- Explain that kids can say if they are not happy with CatholicCare services and want changes made.
- Explain that the role of the CatholicCare Victoria worker is to provide help and support.
- Finally, reassure them that our goal is for children to have fun and feel that their concerns are validated.

CatholicCare Victoria staff equip kids with the strategies necessary to cope with the challenges they face – both now and into the future.

Please ask us if you have any questions. We'll work together to find the answers.