

Dimension	What Workers Look For	Examples
<b>Showing your role as a parent</b>  Workers look for signs that you are parenting your children in everyday ways.	<ul style="list-style-type: none"> <li>• caring for your children</li> <li>• setting gentle boundaries and guiding behaviour.</li> <li>• showing love, encouragement, and pride in your children.</li> </ul>	<ul style="list-style-type: none"> <li>• pack a bag with nappies, wipes, bottles, and a change of clothes</li> <li>• bring along fruit, sandwiches, or a favorite snack</li> <li>• remind your child to wash their hands before eating</li> <li>• help your child tie their shoes or zip up their jumper</li> <li>• support your child with their education, e.g. learning shapes/ numbers/ writing together (depending on age)</li> <li>• kicking a ball together</li> <li>• doing hair or nails together</li> </ul>
<b>Supporting connections</b>  Workers notice how you help your children stay connected to family, community, and culture.	<ul style="list-style-type: none"> <li>• siblings, kin, or family in visits where possible (or talking about them)</li> <li>• sharing culture, traditions, or stories</li> <li>• supporting your children to take part in cultural activities or community events</li> </ul>	<ul style="list-style-type: none"> <li>• celebrate birthdays with a small cake or card</li> <li>• teach your child a family recipe or cook cultural food together</li> <li>• share a story or song</li> <li>• bring along photos of grandparents, siblings, or cousins and talk about them</li> <li>• take your child to a cultural community event (plan with caseworker first)</li> <li>• talk to your child about their family history</li> </ul>
<b>Listening and responding</b>  Workers look at how you respond to your child's signals and feelings.	<ul style="list-style-type: none"> <li>• noticing when your child is hungry, tired, upset, or excited</li> <li>• responding with comfort, guidance, or play</li> <li>• being patient if your child needs time to settle.</li> </ul>	<ul style="list-style-type: none"> <li>• pick up your baby when they cry, check their nappy, offer a bottle, or rock them gently</li> <li>• if your toddler hides behind a chair, get down at their level and say, "It's okay, I'll wait until you feel ready."</li> <li>• if your child is excited about a drawing, praise it and ask them to tell you about it</li> <li>• notice if your teen seems down and ask, "You seem quiet today, do you want to talk?"</li> <li>• if your child looks overwhelmed help to calm them</li> </ul>
<b>Putting your child first</b>  Workers are looking for your focus to be on your child's needs.	<ul style="list-style-type: none"> <li>• giving your child your full attention (not being distracted by phones or side conversations)</li> <li>• being flexible if your child isn't ready to join in</li> </ul>	<ul style="list-style-type: none"> <li>• switch your phone off or put it away. If you'd like to take photos tell the worker that's what you are doing</li> <li>• if your child wants to play blocks but you feel tired, join them anyway</li> <li>• let your child lead the activities or games</li> </ul>

	<ul style="list-style-type: none"> <li>• showing that your child's comfort and feelings come before your own.</li> </ul>	<ul style="list-style-type: none"> <li>• if you're upset, take a deep breath and refocus on your child so they don't take on your emotions as well as their own.</li> </ul>
<p><b>Showing empathy</b></p> <p>Workers notice how you understand and respond to your child's emotions and experiences.</p>	<ul style="list-style-type: none"> <li>• listening to their point of view</li> <li>• acknowledging their feelings and being patient</li> <li>• reassuring your children that they are loved and cared for</li> </ul>	<ul style="list-style-type: none"> <li>• telling your child, "I know it's hard to say goodbye. I love you and I'll see you next time"</li> <li>• when your child says they miss home, you could respond, "I miss you too, you are always in my heart"</li> <li>• if your child is angry, stay calm and say "I can see you're upset. Let's take a break together"</li> <li>• listen closely when your child talks about school or friends and respond with interest</li> </ul>
<p><b>Guiding behavior</b></p> <p>Workers look for how you guide your child when they need direction.</p>	<ul style="list-style-type: none"> <li>• using calm, kind, and consistent approaches</li> <li>• praising good behaviour</li> <li>• helping your child learn self-control by modelling calm yourself</li> </ul>	<ul style="list-style-type: none"> <li>• if one child grabs a toy of another child, gently guide, "Let's take turns. Here's another toy while you wait."</li> <li>• praise good behaviour, "I love how you're sharing with your sister, that's kind."</li> <li>• redirect: if a toddler is throwing blocks, say, "Blocks are for building, not throwing. Let's build a tower."</li> <li>• with a pre-schooler, use choices, "Do you want to pack up the crayons first or the blocks?"</li> <li>• with older children, set limits calmly, "It's not okay to yell at me. Let's talk when you're calmer."</li> <li>• model calm by lowering your voice and taking a breath if things get heated</li> </ul>