

'Family Friendly' Business Awards

- 'Family Friendly' Charter



The Family Friendly Business Awards are bought to you by the Communities for Children Team at Tailem Bend Community Centre Inc in conjunction with Communities for Children Murraylands Facilitating Partner ac.care and funded by the Australian Government, Department of Social Services

For Further information Contact:
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Family Friendly is:

- Warm and welcoming
- Safe environments
- Accessible services
- Support for staff and their families

The Family Friendly Charter:

The 'Family Friendly' Charter provides guidelines and support for community towards the development of environments and practices that meet the needs of children and families

Communities for Children support and believe a 'Family Friendly' Community is one where:

- All children are welcomed as community members; with respect, a friendly attitude and are valued and supported
- All of the community including children and young people are free to take part, express themselves and play a part in making decisions that affect them
- Feedback from children and young people is welcome and there are processes to address any concerns requiring action
- Neighborhood's are designed to meet family needs (safe, accessible, child friendly, adequate lighting, pathways etc)
- There are natural gathering places for people of all ages, and also safe spaces for children to relax, play and learn
- Services are available for all children to reach their full potential
- Everyone in the community supports families to meet their children's needs of food, clothing, shelter, health and safety

A 'Family Friendly' business is one where:

- Both Children and Families are seen as valued customers both now and in the future
- Aisles are wide and easy for families with prams or wheelchairs
- The reception area is welcoming to families with wheelchairs or prams and assistance is available when required
- Employees understand the needs of families with young children
- Local activities involving families are supported where possible



Service Organisation is one where:

- Services work with the strengths of individuals and with the family as a whole; Families are empowered to play an active part
- Services are available that are convenient for families and children
- Spaces are fun, welcoming, colourful and safe. Doors open easily and a ramp or flat entrance is available for families with prams or wheelchairs
- Employees understand the needs of families with young children

Workplace is one where:

- Managers are supportive in finding ways to reduce stress for employees to balance work and family
- Meetings are scheduled within normal working hours to allow employees to participate
- In consultation with Management employees can make up time if they need to attend appointments
- Flexible working hours are made available to employees with young children (where possible)
- Workplace policies are sensitive and supportive to the family responsibilities of employees (i.e child illness, elderly parents, bereavement and maternity leave) - Employees are encouraged to provide feedback and suggestions to management regarding child and family friendly practices

Event is one where:

- Event spaces are fun, safe, welcoming and colourful
- All event organisers and volunteers are aware of difficulties that can be experienced by families and caregivers going out with young children
- Low cost food, free clean drinking water and sunscreen are available
- Toilets and change room facilities are clean and accessible to prams and wheelchairs, or information about the closest disabled facility is displayed
- Activities and entertainment are mainly free -Shelter is provided, shade from the sun, wind protection and free spaces to "rest"
- Paths are accessible to people with prams and wheelchairs

Restaurant or Cafe is one where:

- Children's activities are offered, spaces are fun and welcoming
- Healthy food options are available for children
- Child friendly seating such as high chairs are available
- There are friendly places for breastfeeding
- Restrooms are child friendly with change stations and are accessible to all
- The whole family wants to come back

Sporting Club is one where:

- Coaches and volunteers are respectful with the children and all in the club
- All participants are respected and valued regardless of their ability, gender or cultural background
- Children feel safe at all times whilst playing, training and travelling to and from the games with other players, coaches, team personnel and parents
- Parent management committees are respectful of how they operate and work with the young people to raise funds for the club
- Club Members cooperate with each other and attending the club is enjoyable for the whole family

Education/Care Centre for Children is one where:

- Events are planned to include all family members
- Before and after school child care is available at or near the centre if possible
- Meetings with parents are arranged around their work schedules
- Information is available about agencies who provide support for children and their families
- The facilities meet the needs of the children and their families such as healthy food choices, and extra-curricular activities
- The curriculum is sensitive to the values and culture of the community

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