



# 'Family Friendly' Business Awards

## Overview - What is a 'Family Friendly' Business

The Family Friendly Business Awards are brought 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

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# What is a 'Family Friendly' Business?

The Communities for Children Murraylands 'Family Friendly' Business Awards recognise dedicated businesses or organisations who demonstrate excellence in providing safe, secure and supportive services for children, young people and families.

Businesses/organisations that undertake child friendly practices are actively creating and supporting a child friendly community.

All children and young people are welcomed as community members; with respect, a friendly attitude and are valued and supported.

Communities for Children Murraylands (CFCM) is a service delivered by ac.care that is funded by the Australian Government Department of Social Services (DSS). CFCM aims to enhance early childhood development and wellbeing for children aged from birth to 12 years (but may include children up to 18 years of age).

Communities for Children Strategic Plan 2022 -2026 Key Priorities:

- Murraylands having a significantly higher percentage of students in the bottom quarter of disadvantage, according to the 2021 Australian Curriculum and Assessment Reporting Authority
- Children and young people thrive, adults are empowered, family relationships flourish, and communities are cohesive

We have synthesised all the community engagement information and identified five priority areas:

- Engaged Parents and Communities
- Child Safe Murraylands
- Early Years Development, Health and Wellbeing of a Child
- Collaborative Learning and Development
- Embracing Diversity

Nominees must have contributed to the improvement of outcomes for children, young people and families in the Murraylands.

There are many different aspects that contribute to making a business or organisation child friendly. Businesses and organisations are all different and carry out their service practices under wide-ranging circumstances.

There are numerous diverse ways a business/organisation can be child friendly. Not all of the suggestions are practical for all businesses/organisations to undertake; it's about doing the best you can with what you have to work with. The CFCM team are here to help and support you along the way.

# General overview of a 'Family Friendly' business/organisation is one where:

- All children and young people are seen as valued customers both now and in the future.
- Children and young people's voice is heard and respected.
- Aisles are wide and easy for families with prams or wheelchairs. Spaces are safe, welcoming, colourful and fun.
- Doors open easily for families with prams or wheelchairs, or help is offered where needed.
- 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.
- Parking for families with young children and those requiring wheelchairs is available.
- Local activities involving families are supported where possible.
- There is a safe environment for children and young people
- The visitor's area is clean and smoke free
- Identify priority areas for improvement
- Commit to future action
- Monitor improvement

\*This following checklist is a tool for Businesses to review and guide them to achieving an award.

You are not expected to complete every item on the list only ones relevant to your service.

Please call Communities for Children Team at the Taillem Bend Community Centre to discuss and seek support.

# GENERAL ATTRIBUTES FOR ALL BUSINESSES

THE VISITOR'S AREA IS CLEAN AND SMOKE FREE	YES <input type="checkbox"/>	NO <input type="checkbox"/>
PARKING IS AVAILABLE CLOSE TO THE BUSINESS/ORGANISATION	YES <input type="checkbox"/>	NO <input type="checkbox"/>
PEDESTRIAN FRIENDLY	YES <input type="checkbox"/>	NO <input type="checkbox"/>
PHYSICAL ACCESSIBILITY TO ADDRESS THE NEEDS OF CHILDREN AND FAMILIES	YES <input type="checkbox"/>	NO <input type="checkbox"/>
DOORS OPEN EASILY OR ASSISTANCE IS AVAILABLE WHEN REQUIRED	YES <input type="checkbox"/>	NO <input type="checkbox"/>
RAMPS FOR ACCESS RATHER THAN STAIRS	YES <input type="checkbox"/>	NO <input type="checkbox"/>
SPACES/AISLES ARE WIDE AND EASY FOR FAMILIES WITH PRAMS OR WHEELCHAIRS TO NAVIGATE	YES <input type="checkbox"/>	NO <input type="checkbox"/>
THE BUSINESS/ORGANISATION IS A SAFE PLACE FOR CHILDREN OR PROVIDES A SAFE AREA FOR CHILDREN WHO ARE VISITING, BOTH PHYSICALLY AND EMOTIONALLY/MENTALLY	YES <input type="checkbox"/>	NO <input type="checkbox"/>
WELCOMING ATTITUDE TOWARDS CHILDREN AND YOUNG PEOPLE	YES <input type="checkbox"/>	NO <input type="checkbox"/>
EMPLOYEES/VOLUNTEERS UNDERSTAND THE NEEDS OF FAMILIES WITH YOUNG CHILDREN	YES <input type="checkbox"/>	NO <input type="checkbox"/>
ACTIVELY SEEKS CHILDREN'S AND YOUNG PEOPLE FEEDBACK/SURVEYS	YES <input type="checkbox"/>	NO <input type="checkbox"/>
RESTROOMS SUITABLE TOILET FOR CHILDREN ACCESSIBLE TO ALL ON PREMISES OR NEARBY	YES <input type="checkbox"/>	NO <input type="checkbox"/>
INFORMATION ABOUT THE CLOSEST PRAM / WHEELCHAIR / DISABLED TOILET FACILITY IS DISPLAYED	YES <input type="checkbox"/>	NO <input type="checkbox"/>
SPACE/CHAIR FOR FEEDING MOTHERS	YES <input type="checkbox"/>	NO <input type="checkbox"/>
BOTTLE WARMING FACILITIES ON PREMISES OR NEARBY	YES <input type="checkbox"/>	NO <input type="checkbox"/>
CHANGE TABLE WITH HYGIENIC NAPPY DISPOSAL	YES <input type="checkbox"/>	NO <input type="checkbox"/>
CHILDREN'S FURNITURE	YES <input type="checkbox"/>	NO <input type="checkbox"/>
TOYS/EQUIPMENT FOR CHILDREN OF DIFFERENT AGES TO ENGAGE WITH	YES <input type="checkbox"/>	NO <input type="checkbox"/>
SECURE / SAFE CHILDREN'S PLAY AREA	YES <input type="checkbox"/>	NO <input type="checkbox"/>
BUSINESS IS SAFE AND SECURE	YES <input type="checkbox"/>	NO <input type="checkbox"/>
CULTURALLY INCLUSIVE VALUING DIVERSITY	YES <input type="checkbox"/>	NO <input type="checkbox"/>
FEEDBACK AND COMPLAINT FRAMEWORK	YES <input type="checkbox"/>	NO <input type="checkbox"/>
DEPARTMENT OF HUMAN SERVICES DHS CHILDSAFE COMPLIANCE STATEMENT	YES <input type="checkbox"/>	NO <input type="checkbox"/>
NATIONAL CHILDSAFE PRINCIPLES	YES <input type="checkbox"/>	NO <input type="checkbox"/>
THE NATIONAL QUALITY STANDARD (NQS)	YES <input type="checkbox"/>	NO <input type="checkbox"/>

## RESTAURANT AND CAFE SPECIFIC ATTRIBUTES

HIGH CHAIRS

YES  NO

KIDS MENU OR FLEXIBLE FOOD OPTIONS

YES  NO

HEALTHY FOOD OPTIONS

YES  NO

TABLE TOP ACTIVITIES OR OTHER CHILDREN'S ENGAGEMENT ACTIVITIES

YES  NO

## CHILD FOCUSSED SERVICE BUSINESS SPECIFIC ATTRIBUTES

CHILD SAFE TRAINING (MANDATORY REPORTING) FOR ALL STAFF

YES  NO

WWCC/POLICE CHECKS FOR ALL STAFF

YES  NO

SAFE ENVIRONMENT

YES  NO

## CHILD FOCUSSED BUSINESS SPECIFIC ATTRIBUTES

CHILD SAFE TRAINING (MANDATORY REPORTING) FOR ALL STAFF

YES  NO

WWCC/POLICE CHECKS FOR ALL STAFF

YES  NO

CHILDREN & THEIR FAMILIES PLAY A PART IN MAKING DECISIONS THAT AFFECT THE CHILDREN IN ALL AREAS OF THE SERVICE PROVIDED

YES  NO

COMMUNITY INFORMATION ON CHILDREN'S SERVICES, ACTIVITIES AND PROGRAMS IS AVAILABLE FOR FAMILIES TO ACCESS

YES  NO

PROVIDE HEALTHY FOOD OPTIONS

YES  NO

# CHILD AND FAMILY WORKPLACE SPECIFIC ATTRIBUTES

ANNUAL LEAVE IS ALLOWED TO BE TAKEN REGULARLY	YES <input type="checkbox"/>	NO <input type="checkbox"/>
MANAGERS ARE SUPPORTIVE IN FINDING WAYS TO REDUCE STRESS FOR EMPLOYEES TO BALANCE WORK AND FAMILY	YES <input type="checkbox"/>	NO <input type="checkbox"/>
WORKING OUTSIDE OF USUAL HOURS FOR THE BUSINESS IS DISCOURAGED (IE WEEKEND AND LATE NIGHT WORKING)	YES <input type="checkbox"/>	NO <input type="checkbox"/>
MEETINGS ARE SCHEDULED WITHIN NORMAL WORKING HOURS TO ALLOW EMPLOYEES TO PARTICIPATE	YES <input type="checkbox"/>	NO <input type="checkbox"/>
IN CONSULTATION WITH MANAGEMENT EMPLOYEES CAN MAKE UP TIME IF THEY NEED TO ATTEND APPOINTMENTS	YES <input type="checkbox"/>	NO <input type="checkbox"/>
FLEXIBLE WORKING HOURS ARE MADE AVAILABLE TO EMPLOYEES WITH YOUNG CHILDREN	YES <input type="checkbox"/>	NO <input type="checkbox"/>
WORKPLACE POLICIES ARE SENSITIVE AND SUPPORTIVE TO THE FAMILY RESPONSIBILITIES OF EMPLOYEES (IE CHILD ILLNESS, ELDERLY PARENTS, BEREAVEMENT AND MATERNITY LEAVE)	YES <input type="checkbox"/>	NO <input type="checkbox"/>
INFORMATION IS AVAILABLE FOR EMPLOYEES ON LOCAL SERVICES	YES <input type="checkbox"/>	NO <input type="checkbox"/>
EMPLOYEES ARE ENCOURAGED TO PROVIDE FEEDBACK AND SUGGESTIONS TO MANAGEMENT REGARDING CHILD AND FAMILY FRIENDLY PRACTICES	YES <input type="checkbox"/>	NO <input type="checkbox"/>

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