



# How we work with families at MacIntyre

This is also called MacIntyre Family Charter



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Providing support...your way



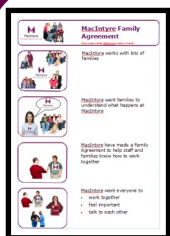
MacIntyre works with lots of families



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MacIntyre want families to understand what happens at MacIntyre



MacIntyre have made this document to help staff and families know how to work together



Made in January 2021





MacIntyre wants everyone to

- work together
- feel important
- talk to each other

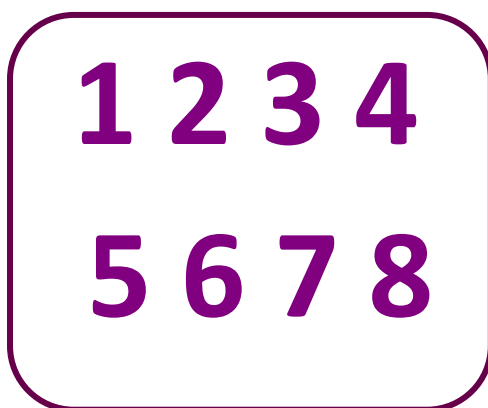


Every family is different

Families will need information in different ways



Understanding what information is in this document will help everyone work better together



There are 8 parts to the

**How we work with families at MacIntyre** document

# 1

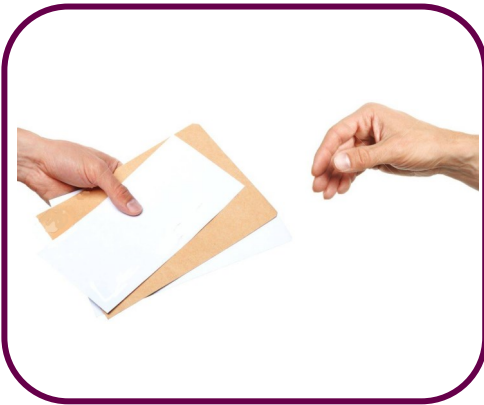


## Good Communication



How MacIntyre will show good communication

- We will keep in touch with families



- We will share information if everyone is happy to share



- We will make sure everyone understands



- We will listen to each other



- We will think about what we say



- We will be honest



- We will make decisions together



- We will help people communicate in a way that works for them



- We will make sure all our information is easy to understand for everyone

# 2



## Respect Families

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This is how MacIntyre will show respect to families



- We will show that we care



- We will be kind



- We will talk nicely to each other

# 3



## Be Honest



This is how MacIntyre will show we are being honest

- We will work together
- We will have conversations that everybody understands
- We will share information if everyone is happy to share
- If we do **not** know the answer to a question we will try and find the answer



# 4



## Work Together

# M

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This is how MacIntyre will work well with families



- We will get to know each family
- We will work together always

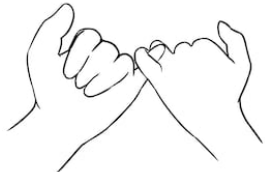


- We know each family will be different



- We will invite families to MacIntyre

# 5



## Keep Promises

How MacIntyre keeps promises

- We will let families know if things change



- We will do what we say we will do



- We will keep in contact with all families



- We will call back families if we miss their call





# 6



## Build Trust

How we build trust



- We will have truthful conversations



- We will be honest



- We will make sure families meet staff at MacIntyre

# 7



## Making Mistakes



This is what MacIntyre will do if we make a mistake



- If we do something wrong we will not blame other people

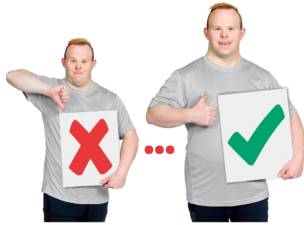


- If we do something wrong we will always say we are sorry



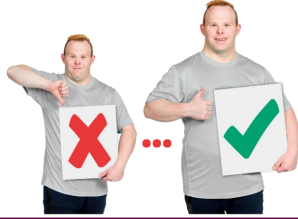
- We will work with families to make things right

# 8



## Get Better

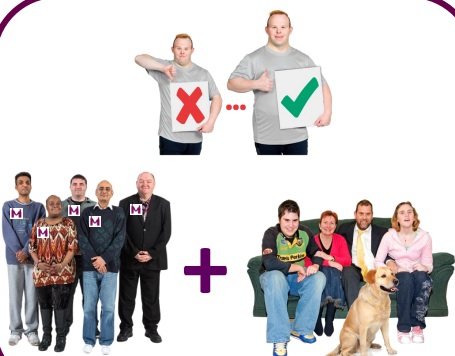
How MacIntyre will get better



- We will listen to families



- We will listen to ideas



- We will learn together