

Do you know what parents of young children with hearing loss value?



This *Parent Professional Charter* describes the things which are important to parents of children with hearing loss when working with professionals. It is essential that professionals are aware of these needs, as working alongside parents in a way that fulfils these will lead to better relationships and enhanced outcomes for their child.

Professionalism	Be sensitive, organised and consistent.
Information	Provide accurate, unbiased, and comprehensive information early and make it accessible to all.
Support	Pitch it to where we are at, and be supportive of the decisions we make.
Respect	Acknowledge that we know our child best.
Communication	Listen to us, be clear, check that we have understood your message, and work as a team.
Being positive	Be optimistic and constructive with us about the future.
Choice	Acknowledge that choice is a parent's right.
Sensitivity	Be tactful in how you speak to us and deliver information.
Responsiveness	React appropriately to our request and understand that we become anxious when our child's needs aren't being met.
Knowledge	Maintain your professional knowledge so that we can benefit from your expertise.
Direction	Provide guidance so we know what we have to do and what is ahead.

