A four-step conversation guide

A practical prompt for ordinary family concerns. Follow your service's complaints, incident, safeguarding and communication processes.

1. Listen and clarify

Make space to understand the concern when it is safe and appropriate. Ask a clear question rather than guessing. Protect privacy and arrange a suitable setting or colleague's support where needed.

2. Acknowledge the concern

You might say: "Thank you for raising this. I can hear that you want to understand what happened." Acknowledge what was said without making an unsupported admission, dismissing the concern or promising a particular outcome.

3. Explain the next appropriate action

Say what you can do within your role, who needs to be involved and how the next update will happen. For example: "I will bring this to the nominated supervisor through our process and confirm how we will follow up." Do not promise a deadline you cannot meet.

4. Record and follow through

Make a factual record using the approved process. Separate what was reported from what you personally observed. Complete agreed actions, seek guidance and update the family as appropriate. Store records securely.

When this guide is not enough

Immediate safety, suspected abuse, threats, serious incidents or reportable matters require the applicable urgent, escalation and reporting processes. Do not use a conversation template to delay them. Seek emergency assistance where required.

Reflect afterwards

What did I understand? What was within my role? Who needed to know? What did I agree to do? Is any further action required under the service's process?

Prepare relevant interview examples | Free toolkit

This is a communication prompt, not legal advice or a substitute for your responsibilities and service procedures.

Optional support: Documents $25 | Targeted Strategy Call $50 | Documents plus Strategy $70 | Ultimate ECT Package $100. Check inclusions and enquire.