

I'm Wondering...



What is a family worker?

You might be wondering... what is a Family worker?

A family worker (sometimes called a contact worker) is an adult whose job is to help children spend time with their family in a safe way.

They don't replace your family.

They help make visits and contact work as well as possible.

You might be wondering what does a Family worker do?

Some things a family worker might do are:

- Attends visits with your family
- Ensure everyone is safe and has good time
- Take photos or record the event
- Provide support to play, communicate and make choices
- Support you to feel confident and safe

Here's one way to think about it

A family worker is there to help everyone feel safe and supported during family time.

They notice how things are going and help if anyone needs support.

If you want to...

- If you want to know what will happen during a visit, you can ask.
- If you want help before or after family time, you can ask for that.
- If you don't want to talk during visits, that's okay.
- You can share your thoughts later in talking, writing, drawing, or another way that feels safer.

One thing to remember

Family time is important, and so is your safety.

You are not in trouble for wondering about how this works.

How some children might feel about a family worker?

- Awkward
- Comforting
- Frustrating
- Embarrassing
- Confusing
- Different at different times

All of these feelings are allowed.

Some things family workers often do:

Family workers may:

- Help organise family visits or contact time
- Be present during visits
- Help with transport
- Support children and family members during emotional moments
- Share information with other workers about how visits are going

Not all family workers do the same things.

For adults supporting this child

- Explain roles clearly and avoid mixed messages.
- Prepare the child before and after contact.
- Do not ask the child to manage adult feelings.

This is about support and emotional safety, not observation alone.