

Assist families to support mental health and wellbeing

Help families understand the importance of mental health and wellbeing. Collaborate with families to support children and young people experiencing mental health issues and conditions.

Acknowledge the role of the family

Families are central to development and long-term wellbeing.

For most people, the home environment and family relationships have the biggest impact on later life outcomes. Children and young people who grow up in a nurturing family environment are more likely to experience better health outcomes in adulthood.

Protective factors within the family include strong and stable relationships, supportive parenting, and consistency in routines and limits.

In healthy family relationships, people communicate well, trust and rely on each other for support, love, affection and warmth. Conflicts, which are a normal part of family life, are dealt with safely and respectfully. Children and young people may also be exposed to risks within the family, such as family conflict, inconsistent parenting, family violence, child abuse, neglect, mental health issues, substance abuse or financial difficulties.

Your role in assisting families

Understanding your role and responsibilities in assisting families to support the mental health and wellbeing of children and young people is essential to providing the right support at the right time.

If a family has concerns about their child or young person, consider whether you're the best person to discuss the issue. You might need to refer them to a member of the wellbeing or leadership teams. You can work with the family to clarify areas of concern and make decisions about possible referral options.

By partnering with families, you can apply frameworks and tools that will help them support their child or young person. Families may not be linked to other organisations in the community and often look to an early learning service or school for guidance on services and resources or to connect with other families.



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Being prepared for these scenarios and understanding your role within this process will provide effective support and allow you to look after your wellbeing.

How you can assist families

All questions from families require a response and a follow-up, but you don't have to offer a complete response immediately. Sometimes you may not feel you have the knowledge, expertise or availability to answer questions, and that's OK.

This module explores the Stop, Reflect, Act model, which encourages you to:

1. Stop before reacting to the situation and jumping into solution mode
2. Reflect on the situation and think about how you can move forward
3. Act after consultation with colleagues, if necessary.

Listen to families, acknowledge what has been said and inform the family that you'd like to consult with colleagues about the concern.

By completing the Assist module, you will be able to:

- appreciate the importance of supporting the mental health and wellbeing of children and young people through effectively assisting families with their concerns
- understand the roles and responsibilities of the educator in assisting families to support the mental health and wellbeing of children and young people
- apply the frameworks and tools to assist families
- feel confident responding to family concerns about the mental health and wellbeing of children and young people.