



GUIDELINES FOR PARENTS AND GUARDIANS

Starlight brightens the lives of seriously ill and hospitalised children, young people and their families by providing positive experiences that support their well-being and resilience.

Our most important responsibility is to ensure our programs are provided in a way that is caring and safe for all children and young people. As parents and guardians you can play a role in supporting us to provide our programs in this way by:

Be Involved



- We are all about fun so join in and encourage your child to have fun.
- If you are in the Starlight Express Room, stay with your child if they are under eight years old.
- If we are visiting in your home or hospital room, stay in view so you can be on hand if you are needed.

Remember



- To have the best time, be positive and caring when you are with other families and Starlight team members.
- Let everyone join in... the more the merrier!
- Keep your conversations child and young person friendly.
- Follow any guidance or directions from the Starlight team.
- If you are not sure about anything please don't hesitate to ask.

Be Safe



- If you aren't feeling well or have recently had contact with measles, chicken pox or shingles, don't come into the Starlight Express Room or, let us know beforehand if we have planned a visit.
- Follow the guidelines around eating and drinking in the Starlight Express Room.
- If anything you see or hear makes you feel uncomfortable, let a Starlight team member know.
- Keep photos, hugs and gifts for your own child, if you are not sure, check with a Starlight team member first.
- If you think someone may be at risk of harm, abuse or neglect, let a Starlight team member know immediately.

