

10 Phrases to Build Trust With Newcomer Parents

(Worker Script)

Use these phrases as gentle openers and anchors in your conversations. Adapt the wording to your own voice, the family's language, and the specific context.

1. "You are the expert on your child. I'd like to start by hearing your story and how things work in your family and culture."
2. "Rules and services here can be complicated for anyone. Please stop me anytime you want something explained in a clearer or simpler way."
3. "Moving countries, losing supports, or facing unfair treatment can weigh heavily on families. If that's part of your experience, it's important for me to understand."

4. “My role is to protect children while doing everything possible to support families staying safely together. I’d like us to work side by side on that.”
5. “Sometimes what looks worrying from the outside is actually about culture or stress, not lack of care. I will ask you about the meaning behind things before I decide.”
6. “You have the option to use an interpreter so you can speak in the language that feels most natural. Would that make this conversation easier for you?”
7. “If anything I say feels uncomfortable or clashes with your beliefs, please tell me. We can pause, talk it through, and adjust how we’re working.”
8. “As we talk about concerns, I also want to notice what you’re doing well and the ways

you're already protecting and supporting your children.”

9. “A lot of pressure on parents comes from housing, money, work, or immigration issues. If those are affecting you, we can look together for practical supports.”
10. “You don’t have to agree with everything today. What matters is that we keep the conversation open and make plans that feel safe for your children and fair to your family.”

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