

## C27. OUR COMMITMENT AND YOUR RIGHTS

Content:	Illawarra Aboriginal Corporation Policies and Procedures
Version:	1.0
Section:	Childcare
Applies To:	Board, Management and Staff of all IAC Childcare Services
Date:	May 2014 (Review May 2017)

### Your Child

*Your child will receive care and education that:*

- stimulates their social, physical, emotional, cognitive, language and creative potential
- is appropriate to their individual interests, needs and development level
- promotes identity, wellbeing and confidence
- connects them to their community

*Your child will be:*

- encouraged to express themselves
- encouraged to participate in activities
- treated respectfully and with dignity
- treated without bias
- given the opportunity to become self reliant
- given positive behavioural guidance
- given support in their learning experiences
- given emotional support

*Your child will not be:*

- exposed to physical, verbal or emotional punishment that humiliates, frightens or threatens your child
- separated from other children for any reason other than illness or accident
- required to undertake any activities that are inappropriate for their age, physical and intellectual development
- required to sleep or rest against their wishes
- administered any medication without your authorisation except in case of emergency

*Your child will have access to:*

- safe drinking water at all times
- sufficient nutritious food and beverages that accounts for dietary, cultural and religious considerations (*Noogaleek only*)

### Our Service

*You can expect our service environment to:*

- be positive & adaptable to your child's needs
- be clean, well maintained and child safe
- be free from tobacco, drugs and alcohol
- have indoor & outdoor space, facilities and resources that are safe and sufficient to meet your child's care and educational needs
- have appropriate safety equipment available
- have safe and adequate fencing
- provide protection from the sun and weather

### Your Rights

*You have the right to:*

- complain about our service, staff or standards without fear of denial of service
- have complaints investigated fairly and confidentially, and to have appropriate steps taken to resolve issues of concern
- access your child's enrolment, attendance, medication, medical and assessment records
- access staff qualifications & training records
- attend our service at any time that your child is in our care

### Your Right to information

*You will be notified of any:*

- illness, injury, trauma or other serious incident that affects your child
- infectious diseases at our service
- service closures or interruptions
- changes to fees charged
- fees charged, paid and outstanding
- pending removal of allocated days

*You will be given information on:*

- our assessment of your child's progress
- how to make comments & complaints about the care & education that your child receives
- how we will manage any specific medical issue affecting your child

### Our Staff

*You can expect our staff to be:*

- qualified as per Childcare regulations
- trained in providing care, education and first aid to your child
- trained in procedures for emergencies, evacuation and other serious incidents
- diligent and proactive when supervising children and monitoring their activities

*You can expect our staff to:*

- interact with your child in a positive, caring and respectful manner
- monitor and act on any safety concerns that could impact on your child
- promote and observe safe hygiene practices
- respect your privacy and confidentiality
- follow child care regulations