

C28. OUR EXPECTATION AND YOUR RESPONSIBILITIES

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's Wellbeing

We expect you to:

- give us enough information to ensure that your child is given the appropriate level of care, education and support
- give us all information regarding your child's medical needs
- notify us of any incident or occurrence that will impact on our care of your child
- notify us of any infectious diseases that may impact on other children at our service
- take appropriate action to minimise the impact of head lice
- obtain clearance letters from a doctor when your child is returning from an illness
- tell us about any problems or concerns with the care and education that your child receives
- participate in parent / child activities and special days
- supply sufficient clothing (nappies etc as applicable) for your child allowing for water play, messy play etc
- supply sufficient and nutritious food for your child during their stay (*Winnanggay only*)

Your Child's Arrival and Departure

We expect you to:

- deliver and collect your child within the designated timeframe
- be ready to deliver and collect your child from our bus service within the designated timeframe (*Noogaleek only*)
- sign your child in and out of the service
- be free from the influence of drugs or alcohol when delivering or collecting your child from our service or bus

Your Child's Attendance and Fees

We expect you to:

- notify us of any absences from our service
- provide sufficient notice of planned changes to your child's allocated days of attendance
- pay all fees on a regular basis

Your Information and Contact details

We expect you to:

- notify us immediately of any changes to your contact details
- be available by telephone at all times during the day in case of an emergency, illness or other incident affecting your child
- notify us of any protection orders

Our Staff and Community

We expect you to:

- respect the rights of our workers to their human, legal and industrial rights including the right to work in a safe environment
- treat workers without exploitation, abuse, discrimination or harassment
- be respectful of service closures and interruptions for Aboriginal cultural events and funerals