

# RIGHTS AND RESPONSIBILITIES FOR EARLYED FAMILIES



## EARLYED'S RESPONSIBILITIES

When you receive services delivered by EarlyEd staff you and your child have the right to:

<b>RESPECT, DIGNITY PRIVACY AND CONFIDENTIALITY</b>	<ul style="list-style-type: none"> <li>• be treated with respect and dignity</li> <li>• privacy and confidentiality at all times</li> <li>• be supported to develop your own identity and independence</li> </ul>
<b>EQUALITY</b>	<ul style="list-style-type: none"> <li>• receive services free from discrimination, abuse, neglect and exploitation</li> <li>• have your individual culture, language, personal values, needs and health and wellbeing recognised</li> </ul>
<b>INDIVIDUAL SUPPORT</b>	<ul style="list-style-type: none"> <li>• receive services based on the individual needs and goals of your child and family</li> </ul>
<b>INFORMATION</b>	<ul style="list-style-type: none"> <li>• have access to information about EarlyEd's policies and procedures</li> <li>• receive information in the best way for you</li> <li>• use interpreters if you need them and have material translated</li> <li>• receive all the information you need</li> <li>• be able to easily understand the information you receive</li> </ul>
<b>GIVE FEEDBACK OR COMPLAIN</b>	<ul style="list-style-type: none"> <li>• be supported to give feedback and make complaints</li> <li>• know that concerns will be listened to and addressed</li> </ul>
<b>QUALITY</b>	<ul style="list-style-type: none"> <li>• know that EarlyEd follows all legal requirements</li> <li>• receive services that are the best practice in early intervention</li> <li>• be supported to provide the best early intervention for your child</li> </ul>
<b>CHOICE</b>	<ul style="list-style-type: none"> <li>• manage all planning and delivery of your services</li> <li>• make informed decisions and service choices</li> <li>• have choices about services eg when, how and where they are delivered</li> <li>• use other services, change services and leave EarlyEd when you want to</li> <li>• receive support when you want it</li> </ul>
<b>INCLUSION</b>	<ul style="list-style-type: none"> <li>• be included in family and community and find new opportunities and activities</li> </ul>
<b>SAFETY</b>	<ul style="list-style-type: none"> <li>• know that all environments are safe and child safe practices are used</li> </ul>
<b>GOOD RECORDS</b>	<ul style="list-style-type: none"> <li>• have records and documents supporting your child while maintaining confidentiality</li> <li>• access records and information about your child</li> </ul>
<b>ADVOCACY</b>	<ul style="list-style-type: none"> <li>• be supported to use an advocate if and when you want to</li> <li>• advocate for your child and family</li> </ul>
<b>INVOLVEMENT</b>	<ul style="list-style-type: none"> <li>• receive services as agreed to (costs and conditions outlined) and adjusted on request</li> <li>• be involved in developing EarlyEd services</li> </ul>

## YOUR RESPONSIBILITIES

When you are receiving services from EarlyEd you will be responsible for:

- respecting all the children, families, staff and property of EarlyEd
- keeping staff up to date with any information about your child as it will help with their early intervention
- joining in with your child's early intervention services
- maintaining the privacy and confidentiality of other EarlyEd children and families