



CARER RIGHTS AND RESPONSIBILITIES

As a valued carer and provider of services to Time for Kids, you have the RIGHT TO:

BE INFORMED

- to have the goals and expectations of each placement made clear to you;
- to be adequately prepared for placement;
- to be able to make an informed choice about a placement starting or finishing;
- to have as much information as you need to meet the individual needs of the child in your care;
- to be adequately warned about a potential risk to you or your family's safety;
- to be told about how decisions may be reviewed and how you can make a complaint.

BE INVOLVED

- to have a say in any matter that affects you;
- to be respected and consulted as to your views and opinions;

RECEIVE ADEQUATE SUPPORT

- to be provided with training, including mandatory notification training, first aid certification, protective behaviour and standards of care for children, and where appropriate 0-2 year training;
- to be given prompt initial support when a placement begins;
- to receive ongoing support in keeping with the needs of the child;
- to have a Case Worker who will support you and be accessible 24 hours a day and seven days a week;
- to have access to the support of other carers who understand your situation;
- to be safe from harm caused by the child or their family members.

RESPECT AND CONSIDERATION

- to have the impact of providing respite care on you and your family considered;
- to be listened to with understanding and sensitivity and your feelings and emotional involvement recognised;
- to be treated with courtesy and respect in all communications and negotiations;
- acknowledged and taken into consideration; and
- to have the confidentiality of your personal information protected.

FAIRNESS AND OPENNESS

- to be treated in a non-discriminatory manner;
- to be provided access to any information recorded about you (within legal constraints);
- to be able to challenge decisions and be made aware of the processes whereby you can exercise your right of challenge;
- for your complaints to be taken seriously and to be dealt with fairly, promptly and without retribution; and
- if concerns are raised about the quality of your care, for this to be dealt with in a fair and prompt manner and mindful of the emotional impact on you and your family.

Carers have RESPONSIBILITIES to Time for Kids staff and the child in their care, and are expected to:

BE COMMITTED TO TIME FOR KIDS

- Assessment process to be completed within 3 months (exceptional circumstances to be negotiated with Time for Kids staff)
- Training to be refreshed prior to expiry date as per the Department for Families and Communities alternative Care standards (Child Safe Environments every 5 years / Senior First Aid every 3 years).

PROVIDE CARE

Provide a caring home for the child, assuring safety, fostering the child's self esteem and providing as near as possible to a normal life, which means:

- giving structure to the child's life and a consistent standard of care; allowing for the child's individuality and growing maturity; and helping to heal the impact of loss and trauma that the child has experienced;
- treat the child in your care as you would treat your own child;
- assist the child to cope with being a member of two families;
- promote a positive view of the child's biological family and help maintain connections to the family of origin, the child's community and significant others in the child's life;
- show respect for, and strengthen, the links to the child's culture, religion, language and spiritual beliefs;
- support the child in their transitions into, between, and out of care;
- treat information about the child and the child's family as confidential;
- encourage the child to have an active life and to develop his/her potential;
- encourage the child's learning and educational achievement;
- promote and encourage participation in cultural activities so that the child's cultural identity is not lost;
- safeguard the child's personal records and property.

WORK TOGETHER

- work respectfully and cooperatively with families and Time for Kids staff;
- be open and honest with the child, the caseworker and other Time for Kids staff;
- allow workers to visit and support you on a regular basis and to see the child or young person on their own;
- inform staff of relevant changes to the child's needs or your family circumstances;
- comply with legal obligations;
- not act without approval on significant decisions;
- to treat staff and volunteers with courtesy and respect in all communications and negotiations.

KEEP LEARNING

- attend training sessions provided for by Time for Kids and/or the Department for Families and Communities;
- seek support, advice and guidance from your case worker as needed;
- make the child's needs known and tell others (case worker, child's parent/guardian) of any difficulties
- accept help