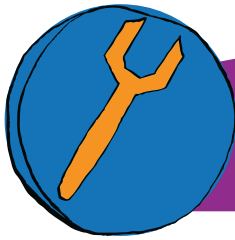


MAKE IT FUN!



TOOL 4D: WHAT I CAN EXPECT AND TOOL 4E: WHEN I'M NOT HAPPY

LINKED TO:

- Sections 4.1, 5.7 & 5.13



WHY?

- To help children understand the way that you have agreed to work with them and their families
- To help allay children's fears by letting them know that you are here to support them and their families
- To send the message that you take child-centredness seriously
- To allay children's fears and clearly articulating your role
- To provide kids with a mechanism to air their concerns or make a complaint



WHO WITH?

- Children 5 to 12 years



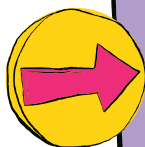
TIME?

- 5-15 minutes depending on how you want to link the expectations with your practice



YOU'LL NEED?

- A copy of the expectations sheet for each child












WHAT TO DO:

- Work your way through each of the expectations:
- Ask kids what they think is meant by the different expectations
- "Can you think of an example of how we should be working with kids to make sure this happens?"
- Talk through how your service considers these expectations and what kids might do if they feel as if they aren't being met
- Give kids copies of "When I'm not happy" and let them know where other copies are available.

What I can expect

At this service you can expect...

<p>To be asked about what you want</p> 	<p>To get told about what's happening</p> 	<p>To have fun and to play</p> 	<p>For you and your family to be treated kindly, fairly and with respect</p> 
<p>To be and feel safe</p> 	<p>To get what you need (food, a place to live, love and warmth, being able to go to school and to be protected)</p> 	<p>To be listened to if you're not happy and for workers to try hard to make things better</p> 	<p>For your story to be treated respectfully/ as precious and for it to be treated with care</p> 
		<p>To be given some choices about how things are done</p> 	

If you're not happy or believe that you haven't got what was promised you can:

Me and the other workers will do what we can to make sure these things happen.
 Signed _____
 I've had these things explained and I understand.
 Signed _____

When I'm not happy



What happened?



What I wish had happened



Why I think it happened



How did it make me feel?



What I'd like to happen now



Action Sheet

What has been done about the issue concerned?
(To be completed by the service)

I think things are better now and I don't need anything more to happen

I don't think that things have been fixed up and would like something more to happen

What I'd like to happen now

I know that if I'm still not happy about something that has happened to me or my family I can: