

## Tell us what you think of our service

We value your feedback and want to hear what you think about the way we work, what we do well and where we need improvement. We have mechanisms in place to actively seek this feedback, but you can have a discussion at any time with a relevant member of the ECU.

There may be occasions when you wish to make a complaint about the ECU. The process for this is available on our website or can be obtained by contacting us.

(Please see the contact details on the back of this brochure).



Tasmania  
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### Contacting the Education and Care Unit:

Mail: GPO Box 169  
HOBART Tas 7001

Phone: 1300 135 513 (local call cost)  
6165 5425

Fax: 6233 6042

Email: [ecu.comment@education.tas.gov.au](mailto:ecu.comment@education.tas.gov.au)

Further information about education and care or child care services is available on our website:

[www.education.tas.gov.au](http://www.education.tas.gov.au)

# Education and Care Unit Service Charter



Department of Education



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The Education and Care Unit, of the Department of Education is responsible for the administration of the *Education and Care Services National Law (Tasmania) 2011*, as well as the *Child Care Act 2001*.

This charter outlines how the Unit fulfils its responsibilities under both Acts.

### **Purpose**

The Charter sets out the standard of service that education and care providers, and educators and service users can expect in their dealings with the Education and Care Unit.

### **Vision**

It is our vision to advance quality outcomes for children.

### **How will we do this?**

We will make decisions that consider:

1. that the rights and best interests of the child are paramount;
2. that children are successful, competent and capable learners;
3. that the principles of equity, inclusion and diversity underlie the Education and Care Services National Law (the National Law);
4. that Australia's Aboriginal and Torres Strait Islander cultures are valued;
5. that the role of parents and families is respected and supported; and
6. that best practice is expected in the provision of education and care services.

### **We provide services to:**

- educators and child care workers;
- approved providers of education and care services;
- licensed child care service operators and management;
- children and their families;
- people establishing new education and care services as well as developers of child care services, including architects, builders and surveyors;
- other agencies involved in the regulation of education and care services;
- education and care/child care organisations and associations; and
- schools.

### **Making Decisions:**

#### **Under the Child Care Act 2001, we will:**

1. operate within the parameters of the *Act*; and
2. regard the interests of children as the paramount consideration in the interpretation, enforcement and administration of the *Act*, the regulations and the standards.

#### **Under the National Law, the following objectives will be applied:**

1. to ensure the safety, health and wellbeing of children attending education and care services;
2. to improve the educational and developmental outcomes for children attending education and care services;

3. to promote continuous improvement in the provision of quality education and care services;
4. to reduce the regulatory and administrative burden for education and care services by enabling information to be shared between jurisdictions and the Commonwealth.

### **What can you expect from us?**

- to build a highly skilled, professional workforce within the Unit;
- a nationally consistent and collaborative regulatory approach;
- to improve public knowledge and access to information about the quality of education and care services;
- to be open and honest with you and follow through on our commitments;
- to manage conflicts of interest, either real or perceived, in a fair and transparent manner;
- to manage your information in a confidential manner;
- to be fair, consistent and impartial in our decision making processes.

### **You can participate by:**

- telling us if you experience difficulty using our services and share ideas for improvement;
- being respectful and courteous to our staff;
- providing feedback to our staff if you are not happy with our actions, or if you are particularly pleased with our service.