

Part C

Read the case study, then answer the questions that follow.

Case study

Jacquie is a four-year-old Aboriginal girl who lives in a rural town with her mother, father and three siblings. She has just started attending a childcare service with her older sister Tasha. Tasha is playing on the climbing frame when she slips and falls to the ground. Her ankle breaks.

When the paramedics come to assist with the injury, Jacquie witnesses Tasha crying when they move her into the ambulance. The only other time Jacquie has had contact with paramedics was when her grandmother died. She has negative associations with paramedics and is afraid that Tasha will be taken away and will not come back.

Anna, the service director, contacts the girls' mother to notify her of the incident and asks her to collect Jacquie. Jacquie is very distressed and is hiding in the book closet, as she is afraid that the paramedics will come and take her away too.

Jacquie's mother arrives with Jacquie's grandmother, three aunts and four cousins to pick her up on their way to the hospital. Anna, however, feels overwhelmed by the number of visitors in the service and asks that only Jacquie's mother comes inside to collect Jacquie. Jacquie's grandmother feels hurt and disrespected that she isn't allowed in to help console Jacquie.

Jacquie's mother coaxes Jacquie out of the cupboard and assures her that it's okay and that she will take her to visit Tasha in the hospital.

1. What important cultural aspect did Anna overlook when she asked Jacquie's grandmother to wait outside the service?
2. How could Anna have helped Jacquie overcome her fear and distrust of the paramedics?
3. What aspects of Jacquie's environment may have contributed to her fear?
4. What cultural aspect of Indigenous Australian people applies to Jacquie's extended family that would have helped Anna respond more sensitively had she understood this?
5. The Early Childhood Australia Code of Ethics includes responsibilities to families. Which code could have helped Anna to manage this situation more effectively?

Part D

Read the case study, then answer the questions that follow.

Case study

Sondra, an Indigenous Australian woman, comes into your service for the first time to inquire about a health related issue. As you hand her some forms to fill out, she appears uncomfortable and unsure of what to do.

1. Briefly discuss two ways you could make Sondra feel welcome and more relaxed in your service.
2. What body language could you use to help Sondra feel more comfortable?