

### 1 NQF

QA6	6.1.1	Engagement with the service - Families are supported from enrolment to be involved in the service and contribute to service decisions .
	6.1.2	<ul style="list-style-type: none"> <li>Parent views are respected - The expertise, culture, values and beliefs of families are respected and families share in decision-making about their child's learning and wellbeing.</li> </ul>
	6.1.3	<ul style="list-style-type: none"> <li>Families are supported - Current information is available to families about the service and relevant community services and resources to support parenting and family wellbeing.</li> </ul>
	6.2.1	Transitions - Continuity of learning and transitions for each child are supported by sharing information and clarifying responsibilities.
	6.2.2	Access and participation - Effective partnerships support children's access, inclusion and participation in the program.

### 2 National Regulations

Reg	157	Access For Parents
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### 3 Aim

Communications between family members and the Service are considered crucial for a child to reach their full development. Therefore, we aim to provide an environment where there is a strong emphasis on family/Service communication to allow consistency and continuity between the home and the Service environment. By encouraging family members to be involved in the service, we aim to provide a service that best meets the needs of our community.

### 4 Related Policies

Educator and Management Policy  
 Enrolment Policy  
 Family Law and Access Policy  
 Fees Policy  
 Grievance Policy  
 Orientation for Children Policy

### 5 Implementation

### **Parent Communication**

Our Service aims to provide as many outlets as possible for family/service communication. These include:

- Face to face.
- Formal Parent meetings twice a year either face to face or Zoom
- A fortnightly newsletter will be produced
- A notice board displaying upcoming events and notices.
- Regular informal meetings with parents and the opportunity to plan formal meetings if necessary.
- A QR code is available (next to the sign in iPad) where parents can anonymously (or give their names if desired) make suggestions to improve the service.
- Short surveys regarding the service's philosophy and how you feel your child/ren feel about the service
- Room reflection/planning journal. This may also have a QR code
- Weekly policy reviews

If necessary, educators have support and access to translation services to provide this information for non-English speaking families.

### **Parental and Family Involvement**

- Families are welcome to visit at any time of the day. (The Approved Provider, Nominated Supervisor and educators will not allow a parent to enter the service premises if they reasonably believe this would contravene a court order.)
- Families are encouraged to make suggestions and offer critique on our program, philosophy and management
- Families are encouraged to share aspects of their culture with the educators and children as well as appropriate experiences.
- Families are invited to participate within the services programming through community and special activities, parent evenings and family picnics.
- Minutes of regular staff/parent meetings will be kept aside for either side to make suggestions.
- Invite parents to participate in our termly electronic surveys
- Invite parents and families to special events eg: end of year celebrations, family picnics, Mother's/Father's day, open arrival mornings, information evenings (in the centre or Zoom)

### **Parent Support**



For those families undergoing difficult situations and who seek assistance from service, the service will offer support as appropriate. Our service offers a parent library which provides resources and contact numbers for various support groups within the local community such as a Maternal Health nurse and speech therapist.

For families who use English as a second language, translated documents can be provided.

### **Parent Grievances**

Our Grievance Policy outlines the steps we take to address complaints and grievances from educators, staff, families, visitors and volunteers.



## 6 Sources

National Quality Standard

Education and Care Services National Regulations

Administration, Hand with Care. (1987). *Sebastian, Patricia*. AE Press: Melbourne.

## 7 Review

The policy will be reviewed annually by:

- Management
- Employees
- Families
- Interested Parties

**Review date: April 2023**

**Name of Reviewer:** Approved Provider

**Signature:** AA Neal

**Name of Reviewer:** Nominated Supervisor

**Signature:** K Osborn