

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"> 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.
	6.1.3	<ul style="list-style-type: none"> Families are supported - Current information is available to families about the service and relevant community services and resources to support parenting and family wellbeing.
	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 2024

8 History

Date:	Amendment
April 2023	Reviewed
April 2024	Reviewed with no changes

Name of Reviewer: Approved Provider

Signature: AA Neal

Name of Reviewer: Nominated Supervisor

Signature: K Osborn