



## **Parental Interaction and Involvement in the Service Policy**

### **National Quality Framework**

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	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	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.

### **National Regulations**

Regs	157	Access for Parents
------	-----	--------------------

### **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.

### **Related Policies**

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

## Who is affected by this policy?

Children  
Families  
Educators

## Implementation

### Parent Communication

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

- Face to face.
- A monthly newsletter which will be put in the children's pockets to be taken home and/or via our KindyHub platform.
- A communications book in the service's foyer.
- A notice board displaying upcoming events and notices.
- Regular informal meetings with parents and the opportunity to plan formal meetings if necessary.
- A Suggestions Box in the foyer 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.
- Each family will be allocated a 'pocket' where private correspondence between educators, the nominated supervisor or approved provider and the family can take place.

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, management and food menu.
- Families are encouraged to share aspects of their culture with the educators and children as well as appropriate experiences.

- Families are invited to participate in the service's daily routine by helping out with activities such as craft, the preparation of morning tea, special activities and afternoon tea.
- A family/staff committee will be established to set goals for the service, help write and implement policies and help to meet aims of the National Quality Framework Assessment process.
- Minutes of regular educator/parents' meetings will be kept aside for either side to make suggestions.

## Parent Support

For those families undergoing difficult situations and who seek assistance from the 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 **baby nurse, playgroup 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.

## Sources

**National Quality Standard**

**Education and Care Services National Regulations**

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

## Review

The policy will be reviewed annually. Review will be conducted by

- Management
- Employees
- Parents/Families
- Interested Parties

**Reviewed: 15<sup>th</sup> Feb 2021**

**Date for next review: 15<sup>th</sup> Feb 2022**

## Open Doors

# O P E N D O O R S

Our Service can be accessed at any time for parental inspection.

Please come and see how we help your child develop and grow.

Entry by you any time shows that we are happy for you to see our practices at any time of the day.

Never leave your child in a Service unless you feel 100% confident in their ability to provide for your child.

Don't hesitate to ask us any questions about your child, their development or our Service philosophy.

Our Service is proud of the quality of care we provide.

Our educators are qualified, trained, experienced and talented.

Rather than take our word for this

See for yourself!