

A-11 Family Participation and Communication

National Quality Standards (NQS)

1.1.2	Each child's current knowledge, strengths, ideas, culture, abilities and interests are the foundation of the program
1.3.3	Families are informed about the program and their child's progress
4.2	Management, educators and staff are collaborative, respectful and ethical
6.1	Respectful relationships with families are developed and maintained and families are supported in their parenting role
6.1.1	Families are supported from enrolment to be involved in the service and contribute to service decisions
6.1.2	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	Current information is available to families about the service and relevant community services and resources to support parenting and family wellbeing
6.2	Collaborative partnerships enhance children's inclusion, learning and wellbeing
6.2.2	Effective partnerships support children's access, inclusion and participation in the program

Education and Care Services National Regulations

Reg. 76	Information about educational program to be given to parents
Reg. 84	Awareness of child protection law
Reg. 157	Access for parents
Reg. 168	Education and care service must have policies and procedures
Reg. 172	Notification of change to policies or procedures
Reg. 181	Confidentiality of records kept by provider

My Time Our Place Learning Outcomes

1.1	Children feel safe secure and supported
1.3	Children develop knowledgeable and confident self identities
2.1	Children develop a sense of belonging to groups and communities and understanding of the reciprocal rights and responsibilities necessary for active community participation
2.2	Children respond to diversity with respect
3.1	Children become strong in the social and emotional wellbeing

Child Safe Standards

1	Child safety is embedded in organisational leadership, governance and culture.
2	Children participate in decisions affecting them and are taken seriously.
3	Families and communities are informed and involved.
4	Equity is upheld and diverse needs are taken into account.
10	Policies and procedures document how the organisation is child safe.

Policy Statement

We believe that family participation in their child’s care is important. We aim to provide a caring and supportive environment where families feel their input is welcomed and valued. Involvement of families will be sought after and encouraged in all aspects of running the Service. This will be achieved by ensuring communication is constantly maintained.

Procedure

Staff will greet families on arrival and farewell them on departure in a positive and friendly manner.

Staff will establish a pattern of exchange of information to families regarding their child or relevant issues within the Service. This will be done in a respectful manner that allows for families to be heard. Notice boards and emails will be utilised to convey information to families.

Staff will accept individual differences in the manner of which issues are raised by families.

Families are always welcome in the Service, to talk to staff or observe their child’s development. Staff will be available to answer questions or provide support to families regarding their child’s learning and development. Families will need to be aware of the staff’s requirement for supervision during the session and time can be allocated for more detailed discussion if needed.

Families are encouraged to be involved in the Service and this will be facilitated by:

- Keeping them informed with current issues
- Asking for their assistance and participation in certain activities
- Informing them of our Management structure and how they can be involved
- Inviting them to attend the AGM or read the minutes if they are unable to attend
- Encourage feedback on decisions regarding programming, menu and policy reviews
- Informing them of relevant policies via the parent handbook
- Ensuring families are aware that their input is valued and encouraged
- Asking families to share their skills and knowledge in order to contribute to the diversity of the Service

Access by a non-custodial Parent

If a child is subject to an access order or agreement, the Service must have a copy on record.

Evidence of court orders or agreements will be considered part of the enrolment process in order to minimise the likelihood of distressing situations occurring in the future.

When a non-custodial parent attempts to collect a child from the Service, the staff will:

- Be polite, firm and clear when communicating
- Remember their duty of care to the child
- Clarify the legal position with the non-custodial parent
- Ask them to leave politely
- If they refuse to leave then call the police
- In all cases staff should be aware of unfamiliar persons on the premises and address the situation accordingly
- A report of any incidences must be reported to the Regulatory Authority

Related Policies

- Acceptance and Refusal of Authorisations Policy
- Child Protection Policy
- Child Management/ Behaviour Guidance Policy
- Communication Policy
- Complaints and Feedback Policy
- Cultural Relevance, Anti Bias and Diversity Policy
- Enrolment and Orientation Policy
- Family Participation & Communication Policy
- Gender Equity and Inclusion Policy
- Maintenance of Records Policy
- Policy Development and Review Policy
- Privacy and Confidentiality Policy
- Programming (incl Phys dev, life skills, creative and aesthetic) Policy

Sources

- Child Safe Standards
- Education and Care Services National Regulations 2011
- Framework for School-Age Care in Australia - My Time Our Place
- National Quality Standard – Australian Children’s Education and Care Quality Authority
- Children and Young Persons’ (Care and Protection) Act 1998
- Family Law Act

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Version Control			
Version	Changes Made	Initiated By	Director Sign-off
v.2.202312	<ul style="list-style-type: none"> - Child Safe Standards added - Format changed - Updated sources 	Director	
v.2.202207	<ul style="list-style-type: none"> - Updated Related Policies 	Staff	
v.2.202009	<ul style="list-style-type: none"> - Changed Policy name - Updated links to NQS, National Regulations, MTOP - Adjusted wording throughout - Updated Sources - Updated related policies 	Staff	