

## Parental Interaction and Involvement in the Service Policy

### NQF

QA6	6.1.2	Families have opportunities to be involved in the service and contribute to service decisions.
	6.1.3	Current information about the service is available to families
	6.2.1	The expertise of families is recognised, and they share in decision making about their child's learning and wellbeing.
	6.2.2	Current information is available to families about community services and resources to support parenting and family wellbeing.
	6.3.4	The service builds relationships and engages with their local community

QA7	7.3.4	Processes are in place to ensure that all grievances and complaints are addressed, investigated fairly, and documented in a timely manner.
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### National Regulations

Regs	157	Access For Parents
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### 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  
 Orientation for Children Policy

# Implementation

## Parent Communication

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

- Face to face.
- Newsletters which will be emailed out and posted on Storypark.
- A Calendar of events which will be updated regularly on Storypark.
- Notices displaying upcoming events
- Regular informal meetings with parents and the opportunity to plan formal meetings if necessary.
- Parent Feedback Station
- Short surveys regarding the service's philosophy and how you feel your child/ren feel about the service will be distributed in a digital format e.g. Survey Monkey.

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 had reasonable belief 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.
- A Committee is established to set goals for the service, help write and implement policies and help to meet aims of the NQF Assessment process.
- Minutes of regular staff/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 service, the service will offer support as appropriate. Our service offers 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 sourced and provided.

## Parent Grievances

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

## Open Doors

- O** Our Service can be accessed at any time for parental inspection.
- P** Please come and see how we help your child develop and grow.
- E** Entry by you any time shows that we are happy for you to see our practices at any time of the day.
- N** Never leave your child in a Service unless you feel 100% competent in their ability to provide for your child.
  
- D** Don't hesitate to ask us any questions about your child, their development, or our Service philosophy
- O** Our Service is proud of the quality of care we provide
- O** Our educators are qualified, trained, experienced and talented.
- R** Rather than take our word for this
- S** See for yourselves!

## Sources

**National Quality Standard**

**Education and Care Services National Regulations 2012**

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

## Review

The policy will be reviewed annually and will be conducted by:

- Management
- Employees
- Parents/Families
- Interested Parties

**Reviewed: February 2023**

**Date for next review: February 2024**