



6.02 Family Communication Policy

POLICY STATEMENT

Family participation is an important part of making the service a true part of the community. We believe in creating an environment that is welcoming and inclusive and supports a sense of belonging for children, families and educators.

AIM

We encourage family participation and open communication within our service. Families are invited to attend parent information meetings and assist with projects which works in collaboration with our open-door policy. We aim to ensure open communication is concurrent through the enrolment and orientation process, policy review, feedback forms, daily programs, documentation, formal and informal meetings, emails, newsletters and conversations.

STANDARDS AND PROCEDURES

We understand the primary influence that families have in their children's lives, and that effective relationships between educators and families are fundamental to achieve quality outcomes for children. Community partnerships that focus on active communication, consultation and collaboration also contribute to children's learning and wellbeing. Positive relationships with families' turns into a partnership as together we share a common goal and responsibility for reaching goals for children.

We will provide regular information about the service and continuous prospects for families to contribute in our curriculum.

Management will ensure:

- Families are aware of our open door, unless such entry would pose a risk to the safety of children/educators or breach court orders regarding access to children.
- Educators provide information to families regarding the content and operation of the educational program; in relation to their child and that a copy of the educational program is available for inspection at the service.
- Families have access to their child's developmental records outlining their strengths, needs and interests and developmental progress against the framework.
- A weekly menu, which accurately describes the food and beverages provided each day, is displayed in a place accessible to parents.
- Families are notified of any incident, injury, trauma or illness that occurs for their child whilst at the service.
- The early childhood environment has an administrative space that is adequate for the purpose of consulting with parents and for conducting private conversations and meetings.
- Families are notified of changes to service policies and National Regulations.
- The current Education and Care Services National Regulations is available for parents to access
- The enrolment and orientation process provide families with information about the philosophy, policies and practices of the service.

Nominated Supervisor will:

- Inform families about the processes for providing feedback and making complaints.
- Be available for families on arrival and pick up to pass on feedback and information about their child's participation in the curriculum.
- Encourage families to be involved in the curriculum, providing feedback, visiting the service, bringing in items from the home environment and giving feedback on children's emerging interests and needs.
- Endorse continuous open and direct two-way communication with families, assisting them to feel associated with their children's experiences, developing trust and collaboration.
- Provide families with a range of communication methods which will include: emails, verbal communication, communal signage in the service, newsletters, Seesaw (daily update), Notice Board and notes sent home.
- Use a communication book with families when required (for example: Behaviour guidance and inclusion support plans).

Families will:

- Provide accurate information on enrolment and medical information forms during the enrolment.
- Process and notify educators when any information changes.
- Be requested to contribute to the quality improvement progression within the Service.
- Be encouraged to attend children's excursions to help meet required ratios and to support their children's knowledge of and engagement in their community.
- Be invited to assist with working bees held at the service.
- Be invited to events held periodically to help families network and develop friendships in the local community.
- Be asked to review the centre policies, children's goals and routines.

EDUCATION AND CARE SERVICES NATIONAL REGULATIONS

Children (Education and Care Services) National Law NSW

- 79 - Service providing food and beverages
- 80 - Weekly menu
- 97 - Emergency and evacuation procedures
- 157 - Access for parents
- 160 - Child enrolment records to be kept by approved provider and family day care educator
- 161 - Authorisations to be kept in enrolment record

SOURCE LIST

This section contains websites, industry bodies, or Legislation that have been used to assist in sourcing the information for this policy. It also acts as a guide to sourcing further reading on each relevant policy.

- [Australian Children's Education & Care Quality Authority](#)
- [Guide to the Education and Care Services National Law and the Education and Care Services National Regulations 2011](#)
- [Guide to the National Quality Standard](#)
- [Revised National Quality Standard](#)
- [ECA Code of Ethics](#)
- [Early Years Learning Framework](#)
- [Raising Children Network – Involving parents in school and child care](#)

RELATED POLICIES

- 1.01 Educational Curriculum Policy
- 5.01 Anti-Bias and Inclusion Policy
- 5.04 Interactions with Children Policy
- 6.04 Open Door Policy

POLICY REVIEW

The review schedule has been developed using a risk assessment methodology with consideration given to sector, industry, and legislative changes.

Date reviewed	Policy changed		Modifications	Next Review Date
June 2018	Yes	No	Minor terminology and grammatical adjustments made to further support understanding and implementation.	September 2019