

Family Participation and Communication

Policy statement

This Policy outlines the Centre's commitment to partnerships between the Centre and families and the many avenues of communication in place to sustain these partnerships. As outlined in the National Quality Standard and in My Time, Our Place, the education and care needs of children cannot be met without effective partnerships between the Centre and its families. Regular and clear communications are vital in developing and maintaining effective partnerships.

Fun 4 U will encourage families to be involved in the centre but we also recognise that each individual family will become as involved in our centre as they wish, and according to their needs and other commitments

Links Education and Care Centres National Regulations 2018, National Quality Standard 2018

Regs	86- Notification to parents of incident, injury, trauma and illness
	87- Incident, injury, trauma and illness record
	157- Access for parents
	161- Authorisations to be kept in enrolment record
	162- Health information to be kept in enrolment record
	168- Education and care service must have policies and procedures
	172- Notification of change to policies or procedures
	181- Confidentiality of records kept by approved provider
NQS	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 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 well being
	6.2.2 Effective partnerships support children's access, inclusion and participation in the program
	6.2.3 The service builds relationships and engages in their local community

Procedure

- The Centre is committed to working in partnerships with families to best meet the education and care needs of the children. This commitment is communicated to parents at enrolment and during orientation, as is the belief that effective partnerships can only be achieved when information is exchanged regularly and in simple terms.
- The Centre's enrolment and orientation processes are designed to be the beginning of the partnership. Parents are asked to provide as much information as possible about their child and the family background (e.g. cultural, religious, food preferences), and are provided with detailed verbal and written information about the Centre and its practices. Refer to the Centre's *Enrolment and Orientation Policy*.
- During enrolment and orientation, parents are asked about their preferred way of receiving information from the Centre and how best for them to communicate with the Centre. We will encourage and welcome each family's participation at the level that they choose.
- The Centre uses many avenues to exchange information with families. These include:
 - Face to face
 - Notice boards
 - Emails
 - Website

- Facebook page
- Information about community resources and support agencies in the local community is provided to parents to support parenting and family wellbeing.
- The Centre will access translation services for non-English speaking families.
- The Centre uses a wide variety of means for parents to contribute to the program, and document how their contributions have been used in the program. The means include:
 - Family and Child Information in the enrolment form
 - Provision for parent's comments on the Daily Program
 - Verbal discussions
 - Sharing information over the service's facebook page.
- Parents are encouraged to raise any concerns they may have about any aspect of the Centre's operations. Refer to the Centre's *Complaints Policy*.
- Information about children's wellbeing is routinely communicated to parents (e.g. illness or injuries, food and nutrition intake).
- Fun 4 U has written policies detailing a number of procedures for issues such as behaviour guidance, clothing, sun protection etc. It is strongly recommended that any visitor to our centre takes some time to read through these policies available from the office, or ask staff about them.
- The Centre's Policies and Procedures are reviewed annually. Parents are actively encouraged to be part of the review and to suggest any changes they consider necessary. They are provided with written feedback when their contributions are included.
- Wherever possible, proposed changes to the Centre's operations are communicated to families some weeks prior to the implementation so that families have an opportunity to comment on and adjust to the change.
- Information from parents about their child remains confidential. (Refer to the Centre's *Privacy and Confidentiality Policy*).
- We acknowledge and support your right to set limits for appropriate behaviour for your children at home. However, Fun 4 U is licensed by the Department of Education and care, and they have set specific guidelines for staff behaviour which we must follow. We ask that you consult with staff in identifying inappropriate behaviour before using any form of behaviour guidance with any of the children. (Further explained in our Positive Behaviour Guidance Policy)
- Safety and hygiene are important factors at Fun 4 U, in order to reduce the number of accidents and the spread of infection. Please ask staff if you are unsure about any of these issues or see something which concerns you.
- Fun 4 U has an anti-bias curriculum and actively encourages children to play in areas and with equipment which have traditional stereotypes attached to them, (eg. We encourage girls to play with the cars and encourage boys to play with dolls, to dress up etc.). We ask that you try to ensure that your interactions with children are not discriminatory in terms of the children's gender, culture, age, religion, socio-economic background or other issues.
- For safety purposes, we ask that visiting families sign in on arrival at Fun 4 U and out when they depart, in the visitors sheet provided in the foyer so that in an emergency we have an accurate record of who is in our centre at any given time.

- Parents are welcome at the Centre at any time. In addition, the Centre actively seeks their involvement in its daily activities

Responsibilities of parents

- To inform the Centre of their preferred way to receive information from the Centre, and to provide any information about their child and family that supports educators meeting the child's educational and care needs.
- To raise their concerns in a timely manner and to work with the Centre to overcome them.
- To contribute information and ideas to the Centre's Quality Improvement Plan whenever possible.
- To complete surveys and questionnaires wherever possible.

Sources

- Education and Care Centres National Regulations 2011
- National Quality Standard 2023

Comments:

Date Created : September 2015

Date reviewed: August 2025