

Parent Involvement Policy

Published	March 2020
Review Date	September 2021
Sources	<p>Education and Care Services National Regulations, October 2017</p> <p>Guide to the Education and Care Services National Law and the Education and Care Services National Regulations, October 2017</p> <p>Guide to the National Quality Standard, February 2018</p> <p>Managing Programs for Quality Customer Service, Derek Hayes, 2007</p>

Aim:

For Educators and Co-ordination Unit staff to actively and intentionally provide opportunities for parents to be involved in the planning and development of the service and in the programmed activities for children.

Explanation:

Country Kids Club aims to provide the highest quality of care to each child in care. This aim can be assisted and supported through the active participation of parents in the service. Through casual conversation, formal surveys and other opportunities for feedback from parents, the service will be able to ensure it meets the needs of families. Families need to be familiar with current practices to provide constructive feedback on improvements. This responsibility falls to both the Co-ordination Unit Staff and the Educator.

Responsibilities:

In relation to the Approved Provider & Co-ordination Unit Staff:

- Abide by their obligations under the Education and Care Services National Regulations and the National Quality Standard in relation to parent involvement
- Ensure the Co-ordination Unit is inclusive of all stakeholders in the development of Policies, Procedures and Guidelines, and consultation within the service
- Provide an administration place to consult with parents
- Provide families with opportunities to have access to and view the services current Policies, Procedures and Guidelines
- Enable families to provide input into the reviewing of the services Policies, Procedures and Guidelines
- Communicate service news to parents through regular newsletters
- Provide opportunities for parents to offer feedback and/or comments on the service
- Invite parents to be part of consultation groups and to attend training that may be relevant to parents
- Organise regular social functions that are inclusive of parents e.g. BBQs
- Take opportunities to discuss Out of School Hours Care matters with parents e.g. new parent contact
- Post information regarding parent training, training clips/movies and upcoming events on CKC's Facebook Page

In relation to Educators:

- Abide by their obligations under the Education and Care Services National Regulations and the National Quality Standard in relation to parent involvement
- Provide families with opportunities to view the services current Policies, Procedures and Guidelines
- Ensure effective collaboration with families regarding the education and care their children receive occurs through the development of constructive strategies for ongoing two-way communication
- Keep parents informed about the activities of the children in care through a weekly written program
- Provide opportunities for parents to become familiar with the service they provide to the children
- Ask parents for feedback on the quality of care the children are receiving and ideas for future programming/activities and procedures
- Invite parents to attend Out of School Hours Care outings with their children e.g. children’s Christmas Party, Excursions
- Respect the opinions of parents in regard to the way they would like their child cared for, and if this is not practical, for the Educator to be sensitive in the way they address these differences in care requirements/provision
- Display or provide a range of information and resources for parents regarding current child care issues

In relation to families:

- Provide information to their child’s Educator that will assist in the smooth transition to childcare for the child and family
- Be involved in the activities of their child and Out of School Hours Care program when invited to participate
- Take time to talk to the Educators about their child’s activities and progress and be interested in the Educator’s weekly program for the children
- Provide constructive feedback to Educators and the service about matters that can be improved in OSHC, either at Educator or Co-ordination Unit level
- Read parent newsletters and information forwarded from the Co-ordination Unit or from Educators
- Check CKC’s Facebook Page regularly to see what information has been posted regarding training sessions, training clips/movies or upcoming events

Continual Monitoring and Improvement:

Continual improvement and monitoring will occur in the following ways:

- Incidental and planned consultation with families
- Approved Provider & Co-ordination Unit Staff accessing current relevant information
- Approved Provider, Co-ordination Unit Staff and Educators accessing current and relevant training
- Internal evaluation of incidences and the improvement of systems

Policy Review

Date Revised	Comments
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October 2016	Scheduled Policy Review – No changes made
September 2018	Scheduled Policy Review – No changes made