

## Policy Statement

This policy acts to ensure that:

- Family participation in the service is an important part of making the service a true part of the community, and creating an environment that is welcoming, inclusive and supports a sense of belonging for children, families and educators
- The service actively and intentionally provides opportunities for families to be involved in the planning and development of the service

## Explanation

Country Children's Early Learning Pty Ltd aims to provide the highest quality of education and care to every child attending our service. This can be assisted and supported through the active participation of parents in the service.

Parent involvement in a child's early childhood education results in quality learning and care, leading to better social, emotional and learning outcomes for children. Parents play an integral role in a child's early education and care. When educators create a welcoming, culturally safe, inclusive environment for everyone, the service becomes an integral part of the community.

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 Coordinators and the educators.

## Goals

- The service welcomes and facilitates family participation and open communication by encouraging families to engage with their children's education and care
- Every partnership will be unique, just as each family with their different experiences, values and priorities is unique
- Families are invited to be active participants in the service through assisting with projects, attending social gatherings
- The service has an open door policy for families
- The service values the input of families, educators and the wider community to help create a service that meets the needs of the children who attend
- The service encourages open communication through the enrolment and orientation process, policy review, surveys, the program, formal and informal meetings, emails and conversations

**Policy Created**  
February 2016

**Policy Last Updated**  
September 2024

**Policy Review Date**  
September 2026

## Strategies

### Approved Provider/Nominated Supervisor

- Ensure that parents may enter the service at any time unless such entry would pose a risk to the safety of children/educators or breach court orders regarding access to children
- Ensure educators provide information to families regarding the content and operation of the educational program, and that a copy of the educational program is available for inspection at the education and care service
- Encourage all families to participate in and contribute to experiences that enhance children's learning and development
- At OSHC and FDC Educator Services who provide meals, ensure that a weekly menu which accurately describes the food and beverages provided each day is displayed in a place accessible to parents
- Ensure that families are notified immediately, but no later than 24 hours of any incident, injury, trauma or illness that occurs for their child while at the service
- Ensure the inclusion of all stakeholders in the development and review of Policies, Procedures and Guidelines, and consultation within the service
- Provide families with opportunities to have access to, and view the services Policies, Procedures and Guidelines and the Education and Care Services National Regulations
- Provide an administration place to consult with parents
- Communicate service news to parents through regular newsletters, emails and Facebook posts
- 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
- Take opportunities to discuss education and care matters with parents e.g. new parent contact
- Post information regarding parent training, training clips/movies and upcoming events on the services Facebook Page
- Provide families with information about the services policies and procedures, philosophy, practices and routines prior to their child starting with the service
- Inform families about the processes for providing feedback and making complaints

## Educators

- Provide families with opportunities to view the services current Policies, Procedures and Guidelines
- Create a welcoming, culturally safe environment where all families are encouraged to participate in and contribute to experiences that enhance children's learning and development
- 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 their children whilst 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
- Encourage families to be involved in the program through feedback, visiting the service, attending outings with their children, bringing in resources from home and giving feedback on their children's emerging interests and needs
- Value families as the first and most important educator in their child's life, seeking to share the parent understandings, knowledge and preferences for their child and seeking to balance individual needs with practices in the service
- Display or provide a range of information and resources for families regarding current childcare issues
- Be available for families at pick up and drop off times to pass on important messages and information about their child's participation in the program
- Recognise that because families, and parents in particular are often busy with many competing priorities they will need to consider a range of strategies to build and maintain relationships with each family

### LINKS TO:

- **Education & Care Services National Law**
- **Education & Care Services National Regulations**  
75, 76, 80, 86, 111, 157, 168, 169, 170, 172, 185
- **National Quality Standards/Elements:**  
1.1, 1.3.3, 2.1.2, 2.2.2, 3.1, 6.1, 6.1.1, 7.1
- **Child Safe Standards**  
1, 2, 3,4, 5, 6, 7, 8, 9, 10

## Families

- Provide information to their child's service that will assist in the smooth transition to childcare for the child and family
- Be involved in the activities of their child at the service 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 the service

- Read Parent Newsletters and other service information sent through via email
- Check the service 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 and Coordinators accessing current relevant information
- Approved Provider, Coordinators and Educators accessing current and relevant training
- Internal evaluation of incidences and the improvement of systems

## SOURCES

- Education and Care Services National Regulations - December 2021
- Education and care Services National Law - January 2022
- Guide to the Education and Care Services National Law and the Education and Care Services National Regulations - October 2017
- Guide to the National Quality Standard - January 2020
- Implementing the Child Safe Standards: A Guide for Early Education and Outside School Hours Care Services, NSW Department of Education, 2021
- A Guide to the Child Safe Standards, NSW Office of the Children's Guardian, 2020
- ACECQA – FDC Approved Provider compliance responsibilities – October 2017
- Be You
- My Time Our Place: Framework for School Age Care in Australia
- ECA Code of Ethics
- United Nations Convention on the Rights of the Child
- Managing Programs for Quality Customer Service, Derek Hayes, 2007
- Raising Children Network
- Community Early Learning Australia (CELA) – Family Participation and Communication

## LINKS TO OTHER POLICIES:

- Complaints Handling
- Enrolment & Orientation
- Incident, Injury, Trauma & Illness
- Interactions with Children
- Parent Code of Conduct
- Regular Outings & Excursions
- Staff Code of Conduct