

# **PARTNERSHIP AND COMMUNICATION WITH FAMILIES POLICY**

---

## **Best Practice – Quality Area 6**

### **PURPOSE**

CKCC aims to have an open communication between the educators and parents / guardians which involves the exchange of information about the operation of the education and care service and the development and needs of the children.

The education and care service understand the primary influence that families have in their children's lives and that effective relationship between educators and families are fundamental to the quality educators and care that the children receive.

Effective collaboration with families regarding the education and care of their child receive occurs when constructive strategies for ongoing two-way communication are established by the service (QA6 Collaborative partnerships with families and communities). Families can provide invaluable information about their children's interests, strengths and abilities that assist educators to meet their needs.

### **POLICY STATEMENT**

#### **1. VALUES**

The education and care service will provide information about and ongoing opportunities for families to participate and have an input into the services and their child's experiences and learning. Family influence is valued, respected and supported to enhance children's experiences in education and care. The service will actively promote shared decisions making with families to support consistency between children's experiences at home and at the service. Families will be viewed as partners in providing quality education and care for children. Any family concerns will be dealt with promptly to minimise any negative impact on children and support the good relationships that have been formed between the service and the family member.

#### **2. SCOPE**

This policy applies to the Approved Provider, Persons with Management Control, Nominated Supervisor, Person Responsible, staff, parents, guardians, students on placement, and volunteers

#### **Background and legislation**

##### **Background**

CKCC is committed to the children's learning and wellbeing to allow them to feel connected within their local community, by this CKCC applies for various grants to assist this.

The children's learning program consists of engaging and utilising the local community eg: post office, library, market. Parent participation is important within CKCC whether it is joining the committee, volunteering watering the garden, engaging in an activity and so on.

Community partnerships that are based on active communication, consultation and collaboration also contributes to children's inclusion, learning and wellbeing.

Families are the primary influence in their children's lives; they often have strong beliefs and values regarding the education and care of their children.

Children benefit from services engaging with local communities because these partnerships strengthen children's interest and skills in being active contributors to their community.

The service also supports families in their parenting role by becoming a reliable source of practical information about resources and services within the local community and by helping families to understand what constitutes quality practice.

CKCC respectfully acknowledges, welcomes and celebrates the Traditional Owners of the lands throughout Victoria and pays respect to their elders, children, young people of past, current and future generations.

### Legislation and standards

- Early Years Framework for Australia – Practice – Holistic approaches; Responsiveness to children; Cultural competence; Continuity of learning and transitions- Outcomes: 1, 2, 3
- Educational and Care Services National Regulations 2011.
- Education and Care Services National Law Act 2010.
- Federal and State Equal Opportunity Legalisation Act 2010.
- Privacy Act 1988 (cth)
- National Quality Standard Area 6: Collaborative partnerships with families and communities.
  - Standard 6.2: Collaborative partnerships enhance children’s inclusion, learning and wellbeing.
  - Element 6.2.2: Access and Participation
  - Element 6.2.3: Community engagement

### DEFINITIONS

The terms defined in this section relates specially to this policy. For commonly used terms eg Approved Provider, Nominated Supervisor etc to refer to the General Definitions section of this manual.

- **Families** – a group consisting of two parents and their children living together as a unit.
- **Communication** – the imparting or exchanging of information by speaking, writing or using some other medium.
- **Respect** – a feeling of deep admiration for someone or something elicited by their abilities, qualities or achievements.
- **Supportive** – providing encouragement or emotional help.
- **Partnerships** - an association of two or more people as partners.

### Sources

- Community Child Care Association – [www.cccinc.org.au](http://www.cccinc.org.au)
- DEEWR Child Care Service Handbook 2011-2012; section 6.5- what are my services responsibilities to parents? Retrieved 9 May 2012, from [www.deewr.gov.au](http://www.deewr.gov.au)
- Guide to the Education and Care Services National Law and the Education and Care Services National Regulations 2011. Regulations 76;157;171-173
- National Quality Standard for Early Childhood Education and Care and School Age (Oct 2011) - Element 1.1.1; Element 6.2.2; Element 6.3.1; Element 6.3.4
- Early Years Framework for Australia – Practice: Holistic approaches; Responsiveness to children; Cultural competence; Continuity of learning and transitions – Outcomes 1, 2, 3.
- Early Childhood Australia (ECA) 2017. Commitments to Action. [http://www.earlychildhoodaustralia.org.au/commitment/early\\_childhood\\_australias\\_commitment.html](http://www.earlychildhoodaustralia.org.au/commitment/early_childhood_australias_commitment.html)
- The services hold current information on relevant community resources and makes these available to families which are kept in the foyer.
- Victorian Early Years Learning Development Framework (VEYLDF) – Page 9

## **Services policies**

- Confidentially and Privacy Policy.
- Child Safe Environment Policy.
- Curriculum Development Policy.
- Delivering and Collection of Children Policy.
- Enrolment and Orientation Policy.
- Equal Opportunity Policy.
- Excursions and Services Events Policy.
- Grievance and Complaints Management Policy.
- Inclusion and Equity Policy.
- Interactions with Children Policy.
- Road Safety Policy.

## **PROCEDURES**

### **The Approved Provider and Persons with Management Control is responsible for:**

- To comply, read, review and evaluate this policy.
- To ensure a survey is sent out to parents to gain feedback on the service.
- To ensure communication to the parents are given in relation to fee increase, changes to government legislation and so on.
- To assist with any change's or updates to the centre's brochures, websites and other that provides general information to prospective customers.
- Will organise social events for families and educators from time to time to encourage participation and maintain open communication.

### **The Nominated Supervisor and the Persons in Day to Day charge and responsible for:**

- Giving families a copy of the services procedures for dealing with family concerns at the time of enrolment. This procedure will also be displayed in the foyer.
- Ensuring that a quarterly newsletter is publish with input from the Approved Provider (committee of management), room staff, kitchen and the office which will include changes to the service.
- Communicates to parents via email, letter or phone to communicate information about the service.
- To ensure to liaise with staff of their child's room and at staff meetings regarding any custody matters and other legal issues in relation to the Family Court and a child at risk.
- To ensure all staff abide by the legal requirements of the delivery and collection of the child/ren.
- To ensure information in general is on the services website eg location, operating hours and fees and much more.
- To ensure upon enrolment that new families receive a parent handbook, alongside relevant policies.
- To ensure updated information is displayed in the foyer eg; upcoming events.
- To provide families with current information about the community and support services.
- To provide an informative and effective orientation upon enrolment, obtaining background information about the child and family.
- To ensure the enrolment package is current and includes all information.

- To ensure that the service creates a welcoming environment for all families, which includes indigenous and Torres strait islanders, people from linguist diverse backgrounds,
- To have good communication skills between the families and management.
- To ensure relevant up to date information on the community values and needs.
- To continue with the service is known and given a positive image within the community.
- If any complaints are made about the service, then the Nominated Supervisor will inform the Approved Provider and then acted upon.
- To ensure the service brochures is kept updated providing general information about the service to the community.
- Ensure community involvement becomes an integral part of the children's program.
- The Nominated Supervisor in partnership with the Educator Leader and Team Leaders will invite community members to visit the service to share their social, cultural heritage with the children, families and others.
- The Nominated Supervisor will allocate and offer students placements to students attending early childhood or education and care training at college or university, high school students who wish to gain work experience as part of their school program provided that the school has initiated the placement.
- To ensure that all visitors provides a current Working with Children Check / Police check in accordance with the Education and Care Services National Regulations.

**Persons Responsible and other educators are responsible for:**

- Reading and complying with this Policy.
- To ensure communication with parents / guardians in a positive and supportive manner that encourages the parent / child relationships.
- To ensure that information with regard to family issues / personal lives will be handled confidentially.
- To ensure information is exchanged with families at arrival and departure times on a daily basis.
- The educators will welcome and value family input and treat all suggestions or concerns with respect.
- To inform families promptly and sensitively of any incidents affecting their child.
- To allow families the opportunities to contribute to the children's learning program and provide feedback and this is done verbally or through Storypark.
- To ensure that every effort is made to meet both parents/ guardians equally.
- To be mindful that without legal documentation staff cannot act as though one parent is more fit then another to the legal rights of their child.
- The educators will always greet children. Parents and other visitors to the service in a positive and friendly manner (in person or over the phone).
- To be mindful some families may not be able to give a lot to the service at particular times in their lives.
- To be respectful and accepting of individual differences in parenting and child rearing practices.

**Parents/guardians are responsible for:**

- To be given this policy to read and understand.
- Parents are able to arrange a suitable time to meet with the educators, preferably during their non-contact time without children to respond to any questions, concerns and suggestions.

## **EVALUATION**

In order to assess whether the values and purposes of the policy have been achieved, the Approved Provider will:

- Regularly seek feedback from everyone affected by the policy regarding its effectiveness, particularly in relation to identifying and responding to child safety concerns.
- Monitor the implementation, compliance, complaints and incidents in relation to this policy.
- To ensure that all information related to infectious diseases are on displayed and supplied to parents/ guardian is current
- Keep the policy up to date with current legislation, research, policy and best practice.
- Revise the policy and procedures as part of the service's policy review cycle, or as required.
- Notify parents/guardians at least 14 days before making any changes to this policy or its procedures (Regulation 172(2)).

## **ATTACHMENTS**

Nil

## **AUTHORISATION**

The policy was adopted by the Approved Provider of Camberwell Kindergarten and Child Care Centre Inc. on 17/06/2019.

**REVIEW DATE: 17/06/2021**