



FAMILY COMMUNICATION POLICY

Related Quality Area	QA6: Collaborative Partnerships with families and communities
Related Policies	Educational Program Policy Respect for Children Policy Orientation of New Families Policy Grievance Policy (Families) Anti-Bias and Inclusion Policy Interactions with Children, Family and Staff Policy Privacy and Confidentiality Policy

PURPOSE

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.

We encourage family participation and open communication within Nightcliff Family Centre (the Centre). Families are invited to attend parent information meetings and assist with projects in keeping with our open-door policy (*see further info about Open Doors at the end of this document*).

We aim to ensure open communication through the enrolment and orientation process, policy and statement of philosophy review, feedback forms, parent committee, daily program, documentation, formal and informal meetings, emails, and conversations.

SCOPE

This policy applies to children, families, staff, management, and visitors of the Centre

IMPLEMENTATION

We acknowledge the primary and critical influence families have in their children’s lives and understand 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 help to build collaborative partnerships, as together we share a common objective and responsibility for reaching quality outcomes and goals for children.

We will provide regular information about the Service and ongoing opportunities for families to contribute in our curriculum. All staff will communicate with families in a positive and supportive manner that encourages respectful and trusting relationships.

Management will ensure

- families are welcomed and respected at our Centre

- ensure information communicated with families is reliable and accurate, especially if it involves the health and safety of children, employees and visitors to the Centre. (eg: Department of Health).
- families are aware of our open-door policy, unless such entry would pose a risk to the safety of children/educators or breach court orders regarding access to children
- families are provided with a parent/family handbook during the enrolment and orientation process
- the enrolment and orientation process provide families with information about the statement of philosophy, policies, and practices of the Centre
- 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 viewing at the education and care service
- families have access to their child's developmental records outlining developmental progress against the approved learning framework, as well as their strengths, developmental needs, and interests
- 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 affects their child whilst at the Centre within 24 hours
- 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
- respect, confidentiality and sensitivity are key elements of effective communication with families
- processes are in place to communicate with families for whom literacy is an issue, or for whom English is not a first language
- an interpreter service, through the Inclusion Support Program (ISP), is available to ensure communication with parents and families not hindered due to language barriers
- families are notified of changes to Centre policies at least 14 days before making changes to a policy or procedure that may have a significant impact on
 - the Centre's provision of education and care to any child enrolled in the Centre or
 - the family's ability to utilise the Centre
 - changes to the way fees are charged and collected
- families are notified of any changes to the National Regulations
- the current Education and Care Services National Regulations are available for parents to access at request
- families are encouraged to contribute and share ideas about their child, provide suggestions about the program or give feedback. This can be done through the 'get to know me' survey at time of enrolment, and through StoryPark. Families can also contact educators directly (face-to-face) or the Directors (face-to-face or via email) to share further ideas about the Centre and their child.

The Nominated Supervisor and Educators will:

- develop collaborative partnerships with families that involve respectful communication about all aspects of a child's learning
- inform families about the processes for providing feedback and making complaints

- be available for families on arrival and pick up to communicate about their child's day through informal discussions
- 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 developmental concerns
- encourage ongoing open and direct two-way communication with families to develop trust and a collaborative relationship
- encourage families to contribute to the continuous quality improvement progression within the Centre through StoryPark and feedback to educators and the Director
- provide families with a range of communication methods which may include the use of online platforms, emails, verbal communication and StoryPark and the newsletter
- use a communication book with families as required (for example, behaviour guidance and inclusion support plans).

Families will

- provide accurate information during the enrolment process about their child including related medical and health information
- notify educators when any information related to the education and care of their child changes
- participate in informal and formal interactions with educators to discuss their child's learning and develop learning goals
- be encouraged to contribute to the learning program and share their culture, language and beliefs with others in the Centre quality improvement process within the Centre
- be invited to be involved in the parent committee
- be encouraged to attend children's excursions to help meet required ratios and support their children's knowledge of and engagement in their community
- be invited to assist with working bees held at the Centre
- be invited to events held periodically to help families network and develop friendships in the local community
- model appropriate behaviour and suitable conduct when interacting with children and staff
- communicate any concerns or grievances in accordance with the Dealing with Complaints Policy, acknowledging sensitive issues should not be discussed in front of children or other staff
- acknowledge inappropriate behaviour will not be tolerated towards children or staff
- be invited to review the service's policies and routines. Policies are reviewed by the Director and Policy sub-Committee, and families are encouraged to provide input to relevant policies.
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REVIEW

POLICY REVIEWED BY	Judy Rondon	Director	May 2023
POLICY REVIEWED	May 2023	NEXT REVIEW DATE	May 2024
MODIFICATIONS	<ul style="list-style-type: none"> Open door Policy section was removed due to a proper and complete open Policy was created last year. 		
POLICY REVIEWED BY	Josephina Minani Anu Thapa Kathy Man Anju Bali Olive Asis Mei Mei Archie Servai Judy Rondon	Staff and Director	May 2022
POLICY REVIEWED	May 2022	NEXT REVIEW DATE	May 2024
MODIFICATIONS	<ul style="list-style-type: none"> Policy reviewed as per annual review cycle Sources checked for currency 		
POLICY REVIEWED	May 2024	NEXT REVIEW DATE	May 2026
MODIFICATIONS	<ul style="list-style-type: none"> annual policy maintenance additional content added to Families will section- re: appropriate behaviour interactions between families and staff minor formatting sources checked and updated as required 		