

INTRODUCTION

BDCS staff and families share as their common goal the achievement of positive outcomes for children.

A major role of BDCS is to support the relationship between each child and his or her family by working in partnership with parents and carers. A relationship between the child's family and the service is crucial to a child's wellbeing, health, development and progress. Children benefit most when this is a trusting and mutually supportive partnership.

When families, staff and management work together and communicate openly, the transition of the child and their family into the service is positive and meaningful.

OVERALL GOALS – What are we going to do?

BDCS will maintain an "open door" policy for families at all times.

We value the input of families, staff and the wider community to help create a service that meets the needs of the children who attend the service.

BDCS will encourage the creation of a culture where staff support each other to work constructively with all families, and where an open communication process occurs across all areas, including the enrolment and orientation process, policy review, feedback forms, management committee and other forms of communication, both formal and informal.

OVERALL STRATEGIES – How will it be done?**The Approved Provider will:**

- Ensure that parents may enter the education and care services 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 that 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 inspection at the education and care service
- Ensure that families have access to documents regarding the assessment of the child's developmental needs, interests, experiences and participation in the educational program and assessments of the child's progress against the outcomes of the educational program.
- Ensure that parents are notified immediately but no later than 24 hours of any incident, injury, trauma or illness that occurs for their child while at the education and care service.
- Ensure that administrative spaces are adequate for the purpose of consulting with parents and for conducting private conversations.
- Ensure that parents are notified of changes to policies or fees and given adequate notice as per the Education and Care Services National Regulations.
- Ensure that a copy of the Education and Care Services National Regulations 2016 is available for parents to access.
- Ensure that the enrolment and orientation process provide families with information about the philosophy, policies and practices of the education and care services prior to children's first attendance at the service.

- Parents and families along with community are invited to be part of the Board and to attend meetings. A Parent Committee representative will assist with staff recruitment, family activities, encourage community partnerships and service events. A staff representative will attend each meeting.
- Keep families updated on the happenings within the services, through means such as the regular newsletter
- Inform families on the process for providing feedback or complaints and invite feedback from families on any aspect of the operation of the service.
- Ensure that a weekly menu which accurately describes the food and beverages provided each day is displayed in a place accessible to parents.
- Inform the wider community of who BDCS are, what they do and who they service

The Nominated Supervisor will:

- Ensure that a weekly menu which accurately describes the food and beverages provided each day is displayed in a place accessible to parents.
- Develop systems for families to provide feedback regarding the enrolment and orientation process and when reviewing policies and procedures to improve processes and practice.
- Ensure that parents may enter the education and care services at any time unless such entry would pose a risk to the safety of children/educators or breach court orders regarding access to children.
- Inform families about the processes for providing feedback and making complaints.
- Develop an enrolment and orientation procedures that ensures families are provided with information about the philosophy, policies and practices of the education and care services prior to children's first attendance at the service.

Educators will:

- Inform families about the processes for providing feedback and making complaints.
- 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 education and care program.
- Encourage families to be involved in the education and care service and the program through feedback, visiting the service, bringing in items from the home environment and giving feedback on children's emerging interests and needs.
- Promote continuous open and honest two-way communication with families to assist them to feel connected with their children's experiences in the education and care setting and to develop families' trust and confidence in the education and care service.
- Value parents as the first and most important educator in their child's life, seeking to share the parent's understandings, knowledge and preferences for their child and seeking to balance individual needs with practice in the education and care service.
- 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.
- Make documentation available to families and prepare documentation in a way that is readily understandable to the parents of the child and to other educators.

- Ensure that parents are notified immediately but no later than 24 hours of any incident, injury, trauma or illness that occurs for their child while at the education and care service.

Families will:

- Provide accurate information on enrolment and medical information forms during the enrolment process and notify educators when any information changes.
- Be invited to contribute to the quality improvement process within the education and care service.
- Be encouraged to attend children’s excursions to support their children’s knowledge of and engagement in their community.
- Be invited to assist with working bees in the education and care service. These will be arranged from time to time to help maintain equipment and the education and care environment and will be a family event where children can also participate.
- Be invited to family events to be held periodically to help families network and develop friendships in the local community. Educators will be encouraged to attend these events.

MONITORING, EVALUATION AND REVIEW

This policy will be monitored to ensure compliance with legislative requirements and unless deemed necessary through the identification of practice gaps, the service will review this Policy every 18 months. Families and staff are essential stakeholders in the policy review process and will be given opportunity and encouragement to be actively involved.

In accordance with R. 172 of the Education and Care Services National Regulations, the service will ensure that families of children enrolled at the service are notified at least 14 days before making any change to a policy or procedure that may have significant impact on the provision of education and care to any child enrolled at the service; a family’s ability to utilise the service; the fees charged or the way in which fees are collected.

RELATED LEGISLATION

- Early Years Learning Framework
- Education and Care Services National Regulations: Regulations

LINKS TO:

- National Quality Standard, Quality Area 6: 6.1,6.2

SOURCES

- Guide to the National Quality Framework (2018)
Raising Children Network

Policy Revision History

<i>Date</i>	<i>Authorised By</i>	<i>Description of Amendments</i>	<i>Sections affected</i>
Jan 2021	P. Ritchie – GM		

- **Review Date: Jan 2022**

