



Parental Interaction and Involvement in the Service Policy

NQF

QA6	6.1.2	Families have opportunities to be involved in the service and contribute to service decisions.
	6.1.3	Current information about the service is available to families
	6.2.1	The expertise of families is recognised and they share in decision making about their child's learning and wellbeing.
	6.2.2	Current information is available to families about community services and resources to support parenting and family wellbeing.
	6.3.4	The services builds relationships and engages with their local community

QA7	7.3.4	Processes are in place to ensure that all grievances and complaints are addressed, investigated fairly and documented in a timely manner.
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National Regulations

Regs	157	Access For Parents
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Aim

Communication between family members and the Service are considered crucial for a child to reach their full development. Therefore, we aim to provide an environment where there is a strong emphasis on family/Service communication to allow consistency and continuity between the home and the Service environment. By encouraging family members to be involved in the service, we aim to provide a service that best meets the needs of our community.

Related Policies

- Educator and Management Policy
- Enrolment Policy
- Family Law and Access Policy
- Fees Policy
- Orientation for Children Policy



Implementation

Parent Communication

Our Service aims to provide as many outlets as possible for family/service communication. These include:

- Face to face.
- A monthly newsletter which will be emailed to families and displayed in the front foyer.
- A notice board displaying upcoming events and notices.
- Regular informal meetings with parents and the opportunity to plan formal meetings if necessary.
- A suggestion box in the foyer where parents can anonymously (or give their names if desired) make suggestions to improve the service.
- Short surveys regarding the service's philosophy and how you believe your child/ren feel about the service.
- Each child will have a locker where private correspondence between educators, the nominated supervisor or approved provider and the family can take place.

If necessary, educators have support and access to translation services to provide this information for non-English speaking families.

Parent Grievances

Any parent/caregiver with a concern or complaint in relation to the running of our Service either in administration or child interaction should do the following:

- Voice their complaint or concern with the nominated supervisor or approved provider.
- Write their complaint or concern addressing it to the nominated supervisor or approved provider. You will receive a personal response unless you have chosen to be anonymous.
- Parents can speak to any educator or member of staff about a specific complaint or concern. Educators or staff will put in steps to address your concern or complaint as quickly as possible. However, educators and staff do reserve the right to have the complaint put in writing.
- If a service-wide problem has been brought to our attention all families and staff will be informed of the contents of your complaint but not your name.
- The service will use the Grievance Procedure/Register to ensure that the grievance is followed through and sufficiently investigated.

Parental and Family Involvement

The Centre relies on the active participation of families in the running of the Centre. Your child benefits from the high standard of facilities and services which have been largely achieved through the efforts of parents. The Centre recognises that working parents have high demands on their time, but encourages you to contribute to maintaining the quality service provided by the Centre.

As part of the conditions to your enrolment, all families are required to contribute to:

- 2 hours once a year on our yard duty roster (roster distributed at the beginning of each year)



- 2 hours once a year to contribute to the working bee (held twice yearly)

A fee of \$100.00 will be charged to your account if you do not contribute to the yard duty roster and, again, if you do not attend one working bee in a calendar year. Sign in sheets are recorded at working bees to confirm attendance and duties completed.

Other opportunities to become involved include:

- Becoming a member of the Wattle Community Association Incorporated. This allows families the right to vote at Committee and general meetings enabling them to participate in the running of the Centre. A small annual subscription of \$2.00 is payable for membership;
 - Becoming a Parent Management Committee member. Wattle is run by the PMC which determines policy, draws up budgets, sets fees, selects and employs staff, approves staff salaries, approves spending and generally works to better the conditions at the Centre;
 - Attending Committee meetings. All meetings are open to any parent to attend at any time;
 - Assist with fundraising activities;
 - Assist with day to day repair of equipment and materials;
 - Make equipment (e.g. sewing dress ups, bed linen);
 - Share special skills with the children (e.g. storytelling, playing musical instruments, cooking, talking about interesting holidays or showing slides or artefacts). Families from different cultures are also encouraged to devise activities which reflect their own cultures. Experiences could also include cooking, music, dancing, costume or celebration of national holidays;
 - Contribute a special skill to the running of the Centre. Skills which are always needed include carpentry, plumbing, painting, garden design, employment conditions, industrial relations, legal, accounting, information technology. You do not need to be a member of the Committee to contribute; and
 - Help with projects such as writing submissions to obtain funding or help lobby for changes to early education and care policy.
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- Families are welcome to visit at any time of the day. (The Approved Provider, Nominated Supervisor and educators will not allow a parent to enter the service premises if they reasonably believe this would contravene a court order.)

Parent Support

For those families undergoing difficult situations and who seek assistance from service, the service will offer support as appropriate. Our service provides resources and contact numbers for various support groups within the local community such as a MACH nurses, playgroup and speech therapists, which can be found in the front foyer, or additional information can be provided on request.

For families who use English as a second language, translated documents can be provided.

Parent Grievances

Our Grievance Policy outlines the steps we take to address complaints and grievances from educators, staff, families, visitors and volunteers.



Sources

National Quality Standard

Education and Care Services National Regulations

Administration, Hand with Care. (1987). Sebastian, Patricia. AE Press: Melbourne.

Review

The policy will be reviewed annually. Review will be conducted by

- Management
- Employees
- Parents/Families
- Interested Parties

Reviewed: November 2016

Date for next review: November 2017