

## COMMUNICATION WITH FAMILIES

### POLICY STATEMENT

Our Service recognize that positive, reciprocal, and open relationships with families are integral to every aspect of service operation. Experiences of relationships and participation in communities contribute to children’s belonging, being and becoming. Collaborative partnerships with families are extremely important to enable quality outcomes for children to be achieved.

We are committed to establishing an atmosphere at the service, which is open, friendly and allows for a united relationship between families and educators.

### CONSIDERATIONS

Education and Care Services National Regulations	87, 90, 92, 97, 99, 102
National Quality Standard	1.3, QA6
Other Service policies/documentation	<ul style="list-style-type: none"> <li>• Family Handbook</li> <li>• Educator Handbook</li> <li>• Family Newsletter</li> <li>• Family noticeboard</li> <li>• Class Dojo</li> <li>• Emails</li> <li>• Facebook</li> <li>• Website</li> <li>• Confidentiality policy</li> <li>• Delivery &amp; Collection of Children policy</li> <li>• Enrolment, Bookings &amp; Orientation policy</li> <li>• Interactions with Children policy</li> <li>• Management of Complaints policy</li> </ul>
Other	<ul style="list-style-type: none"> <li>• My Time, Our Place</li> </ul>

### PROCEDURE

#### a) Educators will:

- Provide an atmosphere at the service which is supportive of the cultural, linguistic and social background of all families
- Listening to the needs and requirements of families and encouraging families to be involved at the service in any way possible including; program suggestions, policy review and development, suggestions for improving routines or activities, addressing compliments or complaints promptly.
- Communicate with families using an array of mediums including; email, phone, newsletter, verbal, posters, signage, website, class DOJO noticeboards etc.

- Display the current educational program at the service that is visible to families on Class Dojo and in newsletters.
- Display the current menu at the service that is visible to families.
- Providing a private space for families to discuss any confidential issues during the session.
- Provide current information to families about their local area, including community services, and parenting and family wellbeing resources.
- Provide a system for families to update personal information so that the service has the most up to date information.
- Communicate with families of children who have medical conditions.
- Communicate with families of children with additional needs, so that they are informed and ask them to inform you of any changes to medication or alert you to any issues at home that may have an impact on the child at the service.
- For families that require interpretive services, make sure that policies and other important information can be made available in their preferred language.
- Keep all information confidential and sign a confidentiality agreement.
- All children and family records will be freely available on request to families.
- Ensure the service policies and Quality Improvement Plan is freely available to families.
- Provide the name of the contact details for complaints as well as the details for the Regulatory authority.

**b) Families will:**

- Sign their child into the service and let an educator know that they have arrived.
- Read all communication from the service, including emails, posters, notices, noticeboards, and statements etc.
- Participating in family activities at the service and supporting the service by offering donations of recycled materials, assisting with activities, special events etc.
- Communicating with educators about any information that may affect their child including family events such as moving house, arrival of family from overseas, separation/divorce, a family bereavement or death of a pet etc.
- Communicating changes of our routines to children so they are prepared when they come to the service that something may be different, modified or changed to what they are used to.