

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.

National Regulations

Regs	157	Access For Parents
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Aim

Communications 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.

Implementation

Parent Communication

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

- Face to face.
- Posts to our webpage Hub Hello
- Regular informal meetings with parents and the opportunity to plan formal meetings if necessary.
- A Suggestions 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 feel your child/ren feel about the service.

- Each family will be allocated a 'pocket' where private correspondence between educators, the nominated supervisor or approved provider and the family can take place.
- Regular emails from director and 2IC
- 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 complain 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.

If you are not happy with the services response you can contact the Department of Education to make a formal complaint – call 1800 619 113

Parental and Family Involvement

- Families are welcome to visit at any time of the day.
- Families are encouraged to make suggestions and offer critique on our program, philosophy, management and food menu.
- Families are encouraged to share aspects of their culture with the educators and children as well as appropriate experiences.
- Families are invited to participate in the service's daily routine by helping out with activities such as craft, the preparation of morning tea, special activities and afternoon tea.
- We welcome children's extended families into the service, even if they are not collecting the child they are most welcome to come in and share a special talent with us or come in for a play or to read a story.

Bottleforest will not tolerate aggression from families towards Educators

As a Children's Services Provider and an employer, we must ensure all adults on our premises conduct themselves in a way that will maintain the physical and psychological safety and wellbeing of the children and staff at all times.

Adults who access the service must not to conduct themselves in a way that will threaten the psychological safety of our staff or the children in attendance.

Should an individual conduct themselves in a way that is aggressive toward educators Infront of the children, they will be permanently banned from our premises and will need to arrange for someone else to drop off and pick up their children. The police will also be notified. Should the inappropriate behaviour continue all booking at the service will be cancelled.

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: Jan 2024