Parental Interaction, Responsibility 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- Parents can enter the centre at any time

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.

Related Policies

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

Who is affected by this policy?

Children
Families
Educators

Implementation

Parent Communication

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

- Face to face.
- Notices displaying upcoming events and notices.
- Regular informal meetings with parents and the opportunity to plan formal meetings if necessary.
- Short surveys regarding the service's philosophy and how you feel your child/ren feel about the service.
- Each family will be allocated a communication pocket where private correspondence between educators, the nominated supervisor or approved provider and the family can take place.

Upon enquiry, administration staff shall be responsible for providing families with verbal information, a guided tour, and at the orientation morning an enrolment package will be issued. Upon enrolment, families will be provided with a comprehensive Parent Handbook as well as access to the centres Policies and Procedures.

If necessary, educators have support and access to translation services to provide this information for non-English speaking families. The following contact information will be provided to families needing translation assistance:

- Centrelink Multilingual: 13 12 02
- National Translating and Interpreting Service (TIS) (24hrs): 13 14 50
- Bureau of Ethnic Affairs: (07) 3406 2001
- Migrant Resource Centre (Brisbane): (07) 3844 8144

Parent Grievances

Any parent/caregiver with a concern or complain in relation to the running of Little Souls either in administration or child interaction should do the following:

- Voice their complaint or concern with the nominated supervisor, approved provider or Responsible Person in charge. However, educators and staff do reserve the right to have the complaint put in writing.

- 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 a service-wide problem has been brought to our attention all families and educators 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.
- Staff will follow the "Chain of Command" within the centre when dealing with grievances. The Chain of Command is as follows:
    - Approved Provider
    - Nominated Supervisor
    - Educators
    - Other Staff members
- If consultation with the Nominated Supervisor or Approved Provider fails to remedy the problem, it is the right of every parent to contact the Office of Early Childhood Education and Care to discuss the matter.

Parental and Family Involvement

- Families are welcome to visit at any time of the day.

- Families are encouraged to share aspects of their culture with the educators and children as well as appropriate experiences.

Sharing Information

- Minutes of regular educator/parents ABA meetings will be kept aside for either side to make suggestions.

- Parent Information session minutes will be kept for both parents and staff to read and comment on.

Centre Activities

- 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.

Programming

- Families are encouraged to make suggestions and offer critique on our program, philosophy and management.

- Parental input into policy creation and amendment is valued and actively encouraged.

- Educators are to plan and host at least one annual Parent Information session to introduce the basic concepts underlying the program to parents.

- Educators are to promote activities via displays, the session journals and the photo slide show in the office. Parent's reactions and comments may be noted for future planning.

- Parents are encouraged to complete a Child Profile/All about Me form, detailing personal details of individual children which may affect programming goals. Parents are to be encouraged to voice goals for their child whom the staff will aim to cater for if developmentally and individually appropriate.

Parental Responsibility

It is the responsibility of Parents with children attending Little Souls to:

- Sign the child attendance record upon arrival and departure. In the event of an emergency staff need to know who is present at all times. Parents who are attending the centre for an extended period of time (i.e. not just to drop off their child) are required to sign the visitor's book upon arrival and departure.
- Understand that the children will NOT be able to leave the centre with any other persons except those listed on the enrolment form, unless prior arrangements have been made with the Nominated Supervisor.
- Ensure that fees are paid in accordance with Fee Policy.
- Be responsible for keeping the Family Assistance Office (FAO) informed of correct details regarding your CCB entitlement. Parents are also responsible for resolving any problems with their entitlement directly with the FAO.
- Notify the centre of changes in circumstances such as address, telephone contact numbers, place of employment, authorised persons and other pertinent details.
- Ensure that the requirements of the centre's health and hygiene policies are adhered to (including policies relating to exclusion, smoking, immunisation etc.).
- Return any Little Souls property that may have been taken home.
- Ensure ALL articles of clothing, shoes, lunch boxes, drink containers and bags brought to the centre are named clearly.

Open Doors

O Our Service can be accessed at any time for parental inspection.

P Please come and see how we help your child develop and grow.

E Entry by you any time shows that we are happy for you to see our practices at any time of the day.

N Never leave your child in a Service unless you feel 100% competent in their ability to provide for your child.

D Don't hesitate to ask us any questions about your child, their development or our Service philosophy.

O Our Service is proud of the quality of care we provide.

O Our educators are qualified, trained, experienced and talented.

R Rather than take our word for this

S See for yourself!

Parent Survey Template

Parent Questionnaire

Dear Parent

We wish to provide your child/ren with the highest level of care. In order to do this, we would like your opinion on how you feel the Service is being run and how our programs and our philosophy is helping your child develop. It would help us if you provided us with your thoughts on what our Service's strengths and weaknesses are so we can work to improve these.

Attached is a questionnaire which asks your opinion of some important educational issues. It would help us if you could answer these as honestly as possible. Your responses will be kept private and confidential.

Please return completed survey by_____

Thank you for your participation.

_____

Nominated Supervisor

Parent Survey

	Strongly Agree	Agree	Disagree	Don't Know
1. I feel welcomed in the Service.				
2. The Service takes my concerns seriously.				
3. The Service provides helpful information.				
4. I feel as though I can talk to the educators about my child's progress.				
5. The Service values my help and interest.				
6. Teachers provide a challenging and stimulating environment for my child.				
7. Teachers care if my child is not doing as well as he/she can.				
8. The Service has a safe and secure environment.				
9. The Service is always looking for ways to improve what it does.				
10. The educators regularly praise children.				
11. The children are the Service's main focus.				
12. I share in the education of my child.				
13. I receive adequate notice of Service events.				
14. The Service's aims are to improve the quality of learning and teaching.				
What do you see as the strengths of the Service?				
How do you see the Service could be improved?				
In what ways would you like to be more involved in the Service?				
What other comments would you like to make (if any)				

Thank you for taking the time to respond to these questions.

This form should be returned to the office by _____

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 2015 **Date for next review: November 2016**