

# **Parental Interaction and Involvement in the Service Policy**

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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.
- A quarterly newsletter which will be emailed or placed in the children's pockets to be taken home.
- A communications book in the child's room
- A notice board 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 and your child 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.

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.
- 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**

- 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, special activities, share special talents.
- The Management Committee will contribute with setting goals for the service, help write and implement policies and help to meet aims of the NQF Assessment process.
- Minutes of regular educator/parents meetings will be kept aside for either side to make suggestions.