



Kinburra Preschool

Family Communication Policy

Family participation is an important part of making the Service a true part of the community. We believe in creating an environment that is welcoming and inclusive and supports a sense of belonging for children, families and educators.

'Children thrive when families and educators work together in partnership to support young children's learning.'

(Early Years Learning Framework, p.9)

NATIONAL QUALITY STANDARD (NQS)

| QUALITY AREA 6: COLLABORATIVE PARTNERSHIPS | | |
|--|--|---|
| 6.1 | Supportive relationships with families | Respectful relationships with families are developed and maintained and families are supported in their parenting role. |
| 6.1.1 | Engagement with the service | Families are supported from enrolment to be involved in their service and contribute to service decisions. |
| 6.1.2 | Parent views are respected | The expertise, culture, values and beliefs of families are respected, and families share in decision-making about their child's learning and wellbeing. |
| 6.1.3 | Families are supported | Current information is available to families about the service and relevant community services and resources to support parenting and family wellbeing. |
| 6.2 | Collaborative partnerships | Collaborative partnerships enhance children's inclusion, learning and wellbeing. |
| 6.2.1 | Transitions | Continuity of learning and transitions for each child are supported by sharing information and clarifying responsibilities. |
| 6.2.2 | Access and participation | Effective partnerships support children's access, inclusion and participation in the program. |



Kinburra Preschool

| | | |
|-------|--------------------------|--|
| 6.2.3 | Community and engagement | The service builds relationships and engages with its community. |
|-------|--------------------------|--|

| EDUCATION AND CARE SERVICES NATIONAL REGULATIONS | |
|--|--|
| 86 | Notification to parents of incident, injury, trauma and illness |
| 87 | Incident, injury, trauma and illness record |
| 111 | Administrative space |
| 157 | Access for parents |
| 160 | Child enrolment records to be kept by approved provider and family day care educator |
| 161 | Authorisations to be kept in enrolment record |
| 162 | Health information to be kept in enrolment record |
| 168 | Education and care Service must have policies and procedures |
| 172 | Notification of change to policies or procedures |
| 181 | Confidentiality of records kept by approved provider |

RELATED POLICIES

| | |
|--|---|
| Anti-Bias and Inclusion Policy Educational Program Policy Grievance Policy (Families) Incident Illness Accident and Trauma Policy | Interactions with Children, Family and Staff Policy Open Door Policy Privacy and Confidentiality Policy Sick Children Policy |
|--|---|

PURPOSE

We encourage family participation and open communication at Kinburra Preschool. Families are invited to attend parent information meetings and assist with projects, which works in collaboration with our open door policy.



Kinburra Preschool

We aim to ensure open communication through the enrolment and orientation process, policy and statement of philosophy review, feedback forms, parent committee, daily program, documentation, formal and informal meetings, emails, and conversations.

We aim to ensure open communication is concurrent through the enrolment and orientation process, policy review, feedback forms, parent committee, daily program, documentation, formal and informal meetings, emails and conversations.

SCOPE

This policy applies to children, families, staff, management and visitors of the Service.

IMPLEMENTATION

We understand the primary influence that families have in their children's lives, and that effective relationships between educators and families are fundamental to achieve quality outcomes for children. Community partnerships that focus on active communication, consultation and collaboration also contribute to children's learning and wellbeing. Positive relationships with families' turn into a partnership as together we share a common goal and responsibility for reaching goals for children.

We will provide regular information about the Service and continuous prospects for families to contribute to our curriculum.

Management will ensure:

- all families are welcomed and respected at our Service
- ensure information communicated with families is reliable and accurate, especially if it involves the health and safety of children, employees and visitors to the Service. (eg: Department of Health, Public Health Units)
- families are aware of our open door policy, unless such entry would pose a risk to the safety of children/educators or breach court orders regarding access to children



Kinburra Preschool

- families are provided with a parent/family handbook during the enrolment and orientation process
- educators provide information to families regarding the content and operation of the educational program; in relation to their child and that a copy of the educational program is available for inspection at the education and care service
- families have access to their child's developmental records outlining their strengths, needs and interests and developmental progress against the framework
- families are notified (in writing) of any incident, injury, trauma or illness that occurs for their child whilst at the Service (note, we contact families via phone if it is a head injury)
- the early childhood environment has an administrative space that is adequate for the purpose of consulting with parents and for conducting private conversations and meetings
- families are notified of changes to Service policies at least 14 days before making changes to a policy or procedure that may have a significant impact on
 - the service's provision of education and care to any child enrolled in the service or
 - the family's ability to utilise the service
 - changes to the way fees are charged and collected
- families are notified of changes to Service policies and Education and Care Service National Regulations and National Quality Standards
- the current Education and Care Services National Regulations is available for parents to access
- the enrolment and orientation process provides families with information about the philosophy, policies and practices of the Service
- a Parent Committee is created to encourage family involvement in the Service

Nominated Supervisor will:

- develop collaborative partnerships with families that involve respectful communication about all aspects of a child's learning
- inform families about the processes for providing feedback and making complaints (*Grievance Policy-Family*)



Kinburra Preschool

- be available for families on arrival and pick up to pass on feedback and information about their child's participation in the curriculum
- encourage families to be involved in the curriculum, providing feedback, visiting the Service, bringing in items from the home environment and giving feedback on children's emerging interests and needs
- endorse continuous open and direct two-way communication with families, assisting them to feel associated with their children's experiences, developing trust and collaboration
provide families with a range of communication methods which include emails, Storypark, verbal communication, communal signage in the Service, brochures at the sign-in and foyer, newsletters, day sheet, sign-in sheets, notice board and notes sent home
- use a communication book with families when required (for example: behaviour guidance and inclusion support plans)

Families will:

- provide accurate information on enrolment and medical information forms during the enrolment
- process and notify educators when any information changes (Medical Management Plans, Court orders-parental orders, authorised nominee)
- participate in informal and formal interactions with educators to discuss their child's learning and develop learning goals
- be encouraged to contribute to the learning program and share their culture, language and beliefs with others in the Service
- be requested to contribute to the quality improvement progression within the Service
- be invited to be involved in the parent committee
- be encouraged to attend children's excursions to help meet required ratios and to support their children's knowledge of and engagement in their community
- be invited to assist with working bees held at the service



Kinburra Preschool

- be invited to events held periodically to help families network and develop friendships in the local community
- be asked to review / contribute to the centre policies, children’s goals and routines
- Be asked to complete ‘An All About Me’ form on enrolment and the ‘What would you like to do today?’ form on arrival to support children’s voices, which is then used in the daily curriculum
- Be asked to provide feedback and input into systems

Source

Australian Children’s Education & Care Quality Authority. (2014).
 Australian Government. Department of Education, Skills and Employment. *Belonging, Being and Becoming: The Early Years Learning Framework for Australia*. (2009).
 Early Childhood Australia Code of Ethics. (2016).
[Education and Care Services National Regulations](#). (2011).
 Guide to the Education and Care Services National Law and the Education and Care Services National Regulations. (2017)
 Guide to the National Quality Framework (2017). (Amended 2020).
 Raising Children Network Australia. (2006-2019). *Effective communication with parents: professionals*
<https://raisingchildren.net.au/for-professionals/working-with-parents/communicating-with-parents/communication-with-parents>
 Revised National Quality Standard. (2018).
 Yorganop Indigenous Professional Support Unit *A Welcoming Yarn Engaging with Aboriginal and Torres Strait Islander Children and their Families in Education and Care Settings*. (2017). <https://childaustralia.org.au/wp-content/uploads/2017/02/A-Welcoming-Yarn-2016-Final.pdf>

Review

| | | | |
|-----------------|---|------------------|---------------|
| POLICY REVIEWED | February 2021 | NEXT REVIEW DATE | February 2022 |
| MODIFICATIONS | <ul style="list-style-type: none"> • policy reviewed and minor edits • sources checked for currency | | |
| POLICY REVIEWED | PREVIOUS MODIFICATIONS | NEXT REVIEW DATE | |



Kinburra Preschool

| | | |
|------------|---|------------|
| April 2020 | <ul style="list-style-type: none"> • National Regulations added • additional related policies included • further content added to points • inclusion of culturally and linguistically diverse families • further sources added | April 2021 |
| April 2019 | <ul style="list-style-type: none"> • points added • sources checked for currency • sources/references corrected, updated, and alphabetised | April 2020 |
| April 2018 | <ul style="list-style-type: none"> • minor terminology and grammatical adjustments made to further support understanding and implementation • included the list of related policies | April 2019 |