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 1	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.

Related Policies

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

Implementation

Parent Communication

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

- Face to face.
- A monthly newsletter which will be put in the children's cubbies to be taken home.
- A communications book.
- A notice board displaying upcoming events and notices.
- 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.

If necessary, educators have support and access to translation services to provide this information for non-English speaking families.

Parent Grievances

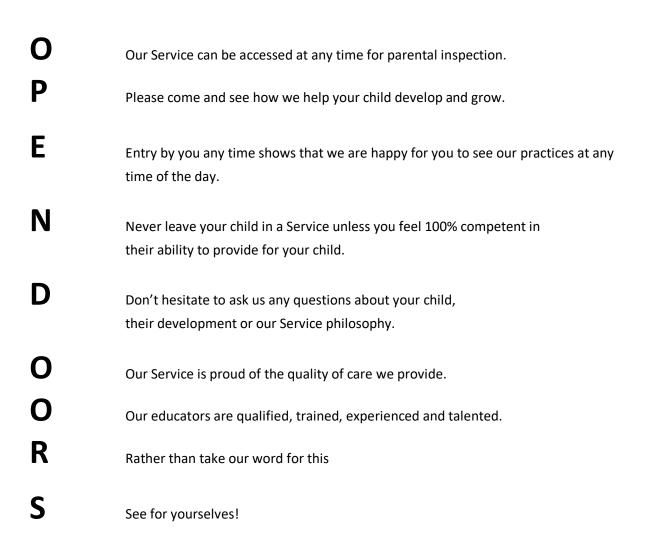
Any parent/caregiver with a concern or complain in relation to the running of our Service either in administration or child interaction should do the following:

- 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 and management.
- 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.
- A family/staff committee will be established to set goals for the service, help write and implement policies and help to meet aims of the NQF Assessment process.
- Minutes of regular staff/parents meetings will be kept aside for either side to make suggestions.

Open Doors



Parent Survey Template

Parent Questionnaire

Dear	D-		
Dear	Рα	ıe	п

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 program 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	
hank you for your participation.	
Nominated Supervisor	

Parent Survey

	Strongly	Agree	Disagree	Don't			
A I feel and a seed to the Control	Agree			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. Newsletters are regular and informative.							
15. The Service's aims are to improve the quality of learning							
and teaching.							
What do you see as the strengths of the Service?			1	•			
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	s form	should	d be re	turned to	o the	office b	V	

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: July 2017 Date for next review: July 2018