



## Communication with Families

### **POLICY STATEMENT:**

Lake Mac Newy OOSH recognises that families are the child's first Educators. Relationship experiences and engagement in communities contribute to children's belonging, being, and becoming. Collaborative partnerships with families are critical to achieving quality outcomes for children.

### **PROCEDURES:**

We acknowledge families' primary influence in their children's lives and understand that effective relationships between educators and families are fundamental to achieving quality outcomes for children. Community partnerships focusing on active communication, consultation, and collaboration also contribute to children's learning and well-being. Positive relationships with families help build collaborative partnerships, as we share a common objective and responsibility for reaching quality outcomes and goals for children. We will provide regular information about the OSHC Service and ongoing opportunities for families to contribute to our curriculum. All staff will communicate with families in a positive and supportive manner that encourages respectful and trusting relationships.

We are committed to establishing an open, friendly, and united atmosphere at the service that allows for a united relationship between families and staff.

### **THE APPROVED PROVIDER/ NOMINATED SUPERVISOR/ MANAGEMENT WILL ENSURE:**

- educators, staff, students and volunteers know of and adhere to this policy
- all families are welcomed and respected at our Service
- information communicated with families is reliable and accurate, especially if it involves the health and safety of children, employees and visitors to the OSHC Service
- families are informed about the processes for providing feedback and making complaints
- families are provided with a copy of our Open Door Policy
- families are provided with a Family Handbook during the enrolment and orientation process
- educators provide information to families regarding the content and operation of the educational program about their child and that a copy of the educational program is available for viewing at the education and care service
- families have access to their child's developmental records describing their child's progress and identifying their strengths, skills and understandings
- families are notified of any incident, injury, trauma, or illness that affects their child whilst under the care of the OSHC Service either immediately after the incident or when they collect their child, depending on the severity of the incident. Notification must be made within 24 hours of the occurrence.
- respect, confidentiality and sensitivity are key elements of effective communication with families
- processes are in place to communicate with families for whom literacy is an issue or for whom English is not a first language
- fact sheets and brochures are printed in required languages and are readily available for families to access
- an interpreter service is available to ensure communication with parents and families is not hindered due to language barriers



- the OSHC Service has an administrative space that is adequate for consulting with parents and for conducting private conversations and meetings
- families are notified of changes to OSHC Service policies at least 14 days before making changes to a policy or procedure that may have a significant impact on

o the OSHC service's provision of education and care to any child enrolled in the service or

o the family's ability to utilise the service

o changes to the way fees are charged and collected

- families are notified of any changes to the Education and Care Services National Regulations
- the current Education and Care Services National Regulations are available for parents to access
- the enrolment and orientation process provides families with information about the statement of philosophy, policies, and practices of the OSHC Service.

#### **EDUCATORS WILL:**

- develop collaborative partnerships with families that involve respectful communication about all aspects of a child's learning
- be available for families on arrival and pick up to communicate about their child's experiences through informal discussions
- share insights and perspectives about each child and young person (MTOPI)
- acknowledge the diversity of families and their aspirations for their children and young people (MTOPI)
- engage in shared decision-making to support each child and young person's well-being, learning and development (MTOPI)
- encourage families to be involved in the curriculum, providing feedback, visiting the OSHC Service, bringing in items from the home environment, and giving feedback on children's emerging interests
- encourage ongoing open and direct two-way communication with families to develop trust and a collaborative relationship
- create a welcoming and safe environment where children, young people, and families are respected regardless of background, ethnicity, languages spoken, religion, family makeup or gender (MTOPI)
- build partnerships with families and others to keep children and young people safe and families aware of e-safety information
- encourage families to contribute to the continuous quality improvement progression within the OSHC Service through their involvement in the self-assessment and QIP review
- provide families with a range of communication methods, which may include the use of OWNA, emails, verbal communication, newsletters, notices at the parent desk
- use a communication document with families as required (for example, behaviour guidance and inclusion support plans).

#### **FAMILIES WILL**

- Sign their child into the service and let an Educator know they have arrived.
- Read all communication from the service, including emails, posters, notices, noticeboards, statements, etc.
- Communicating with staff about any information that may affect their child, including family events such as moving to a new house, family arrival from overseas, a family bereavement, or the death of a pet.
- Communicate routine changes to children with additional needs so that they are prepared when they come to the service, and something is different.



- provide accurate information during the enrolment process about their child, including related medical and health information
- notify educators when any information changes- (Medical Management Plans, Court orders-parental orders, authorised nominee)
- model appropriate behaviour and suitable conduct when interacting with children and staff
- communicate any concerns or grievances following the *Complaints and Grievance Handling Policy*
- acknowledging sensitive issues should not be discussed in front of children or other staff
- acknowledge inappropriate behaviour will not be tolerated towards children or staff
- participate in informal and formal interactions with educators to discuss their child’s learning goals
- be encouraged to contribute to the learning program and share their culture, language and beliefs with others in the OSHC Service
- be invited to contribute to the quality improvement process within the OSHC Service
- be invited to assist with working bees or fundraising initiatives held at the OSHC service
- be invited to events held periodically to help families network and develop friendships in the local community
- be invited to review the OSHC Service policies and routines.

**CONSIDERATIONS:**

Education and Care Services National Regulations	National Quality Standard	Other Service policies/documentation	Other
R 86, 87, 111, 157, 160, 161, 162, 168, 172, 181	Quality Area’s: 6.1, 6.1.1, 6.1.2, 6.1.3, 6.2, 6.2.1, 6.2.2,6.2.3  Child Safe Standards 1-7, 9, 10	- Providing a Child Safe Environment Policy - Complaints and Grievances Handling Policy - Incident Injury Trauma and Illness Policy - Interactions with Children Policy - Open Door Policy - Confidentiality Policy	My Time, Our Place - Version 2 Centre newsletters National Quality Standards OWNA Software Program

**ENDORSEMENT BY THE SERVICE:**

<p>Approval date: June 2024</p> <p>Date for review: June 2025</p>
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