



# Communication with Families

## POLICY STATEMENT:

Bondi Before & After School, recognizes that the families are the child's first Educator. Experiences of relationships and participation in communities contribute to children's *belonging, being and becoming*. Collaborative partnerships with families are extremely important to enable quality outcomes for children to be achieved.

## PROCEDURES:

We are committed to establishing an atmosphere at the Centre, which is open, friendly, and allows for a united relationship between families and staff. We encourage this by:

### (a) The educators will:

- Providing an atmosphere at the Centre which is supportive of the cultural, linguistic and social background of all families.
- Listening to the needs and requirements of families, encouraging families to be involved at the Centre in any way possible including;
  - program suggestion,
  - policy review and development,
  - suggestions for improving routines or activities,
  - addressing compliments or complaints promptly.
- Communicate with families using an array of mediums including; email, phone, QK Journey, newsletter, verbal, posters, signage, notice boards etc.
- Display the current educational program at the Centre that is visible to families.
- Display the current menu at the Centre that is visible to families.
- Providing a private space for families to discuss any confidential issues during the session.
- Provide current information to families about their local area, including community services, and parenting and family well being resources.
- Provide a system for families to update personal information so that the Centre has the most up to date information.
- Communicate with parents of children who have medical conditions and ask them to complete a Medical Risk Management Plan for the care that they will need at the Centre.
- Communicate with parents of children with additional needs, so that they are informed and ask them to inform you of any changes to medication or alert you to any issues at home that may have an impact on the child behaviour at the Centre.
- For families that require interpretive services, make sure that policies and other important information is available in the preferred language.
- Keep all information confidential.
- All children and families records will be freely available on request to families.
- Ensure the Centres policy Manual, and Quality Improvement plan is freely available for families to look at and make comment if necessary.
- Provide a feedback system for families to make comments, suggestions etc.
- Provide the name of the contact details for complaints as well as the details for the Regulatory authority.

**(b) The families will:**

- Sign their child into the Centre and let an Educator know that they have arrived.
- Read all communication from the Centre, including emails, posters, notices, noticeboards, and invoices etc.
- Communicate any changes of details, email phone etc to BASC Admin Team.
- Treat all children , families and educators with respect.
- Approach Educators with any concerns or issues regarding a child at the service, and not address the child directly.
- Participating in family activities at the Centre and supporting the Centre by offering donations of recycled materials, assisting with activities, special events etc.
- Communicating with staff about any information that may affect their child including family events such as; moving house, arrival of family from overseas, a family bereavement or death of a pet etc.
- Communicating changes of routines to children with additional needs so that they are prepared when they come to the Centre and something is different.

CONSIDERATIONS	
Education & Care Services National Regulations	87, 90, 92, 97, 99, 102
National Quality Standard	Quality Area 6.1, 6.2, 6.3
Service Policies & Documentation	<ul style="list-style-type: none"><li>● Parent Handbook</li><li>● Staff Handbook</li></ul>
Other	<ul style="list-style-type: none"><li>● My Time, Our Place.</li><li>● Centre newsletters</li><li>● National Quality Standard</li></ul>