



# Marton Activity Centre

## MAC Policy

<b>COMMUNICATION WITH FAMILIES</b>	Document ID	: POL010
	Amendment No	: 6
	Quality Area	: MACQA6
	Approved By	: Management
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*Family participation is an important part of making the OSHC 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.*

### POLICY STATEMENT

Marton Activity Centre encourages family participation and open communication within our Service. Families are invited to attend parent information meetings and assist with projects in keeping with our open-door policy.

Marton Activity Centre aims to ensure open communication 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 the children, families, staff, management and visitors of Marton Activity Centre.

### PROCEDURE

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 objective and responsibility for reaching goals for children.

We will provide regular information about the OSHC Service and ongoing opportunities for families to contribute in our curriculum.

### MANAGEMENT WILL ENSURE:

- 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.
- 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 viewing at the education and care service.
- Families have access to their child's developmental records outlining developmental progress against the framework, as well as their strengths, developmental needs, and interests.
- Families are notified of any incident, injury, trauma, or illness that affects their child whilst at the Service.
- 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 OSHC Service policies and 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 philosophy, policies, and practices of the OSHC Service.
- A Parent Committee is created to encourage family involvement in the Service.

### THE NOMINATED SUPERVISOR AND EDUCATORS WILL:

- Inform families about the processes for providing feedback and making complaints.
- Be available for families on arrival and pick up to communicate about their child's day.
- 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.
- Encourage ongoing open and direct two-way communication with families to develop trust and a collaborative relationship.
- Encourage families to contribute to quality improvement progression within the OSHC Service.
- Provide families with a range of communication methods which may include emails, verbal communication, newsletters, Daily Report, Family Involvement Wall, sign-in sheets, Notice Board and notes sent home.
- Use a communication book with families as required (for example, behaviour guidance and inclusion support plans).

### FAMILIES WILL:

- Provide accurate information on enrolment and medical information forms during the enrolment process.
- Notify educators when any information changes.
- Be requested to contribute to the quality improvement progression within the OSHC Service.
- 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.
- 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, children’s goals and routines.

### CONSIDERATIONS

#### NATIONAL QUALITY STANDARDS (NQS)

<b>Quality Area 6: Collaborative Partnerships with Families and Communities</b>		
<b>6.1</b>	<b>Supportive relationships with families</b>	<b>Respectful relationships with families are developed and maintained and families are supported in their parenting role.</b>
<b>6.1.1</b>	<b>Engagement with the service</b>	Families are supported from enrolment to be involved in their service and contribute to service decisions.
<b>6.1.2</b>	<b>Parent views are respected</b>	<b>The expertise, culture, values and beliefs of families are respected, and families share in decision-making about their child’s learning and well-being.</b>
<b>6.1.3</b>	<b>Families are supported</b>	Current information is available to families about the service and relevant community services and resources to support parenting and well-being.
<b>6.2</b>	<b>Collaborative partnerships</b>	<b>Collaborative partnerships enhance children’s inclusion, learning and well-being.</b>
<b>6.2.1</b>	<b>Transitions</b>	Continuity of learning and transitions for each child are supported by sharing information and clarifying responsibilities.

**EDUCATION AND CARE SERVICES NATIONAL REGULATIONS AND NATIONAL LAW**

<b>Education and Care Services National Regulations and National law NSW</b>		
<b>Reg</b>	<b>155</b>	<b>Interactions with Children</b>
<b>Reg</b>	<b>168</b>	<b>Education and Care Service must have Policies and procedures.</b>

**SOURCE**

My Time, Our Place
Cancer Council Australia
ECA Code of Ethics
Guide to the National Quality Standard
Australian Children’s Education & Care Quality Authority

**SERVICE POLICIES/ DOCUMENTATION**

<b>Policies</b>	<b>Documents</b>
Anti-Bias and Inclusion	Australian Children’s Education & Care Authority
Educational Program	My Time, Our Place
Interactions with Children	ECA Code of Ethics
Staff Communication	Revised National Quality Standards
Respect for Children	