

## POLICY: 9.2 Communication and Media

### Procedure: 9.3 Communication with Parents

Effective communication and parental participation is key to the Service and Educator's operating an early childhood service enabling them to meet the needs of their clients. Parents have a right to enter the Educator's residence at any time their child is being educated and cared for.

#### **9.3.1 Linking to Policy**

This procedural guidance should be read in conjunction with the Service's **9.2 Communication and Media Policy** and will assist the Approved Provider, management, staff (Nominated Supervisors, Coordinators and administrative staff members), Educators, Educator Assistants and parents to implement the policy. The procedure covers:

[9.3.2 Meeting and Informing Parents about the Service](#)

[9.3.3 Service Information Handbook](#)

[9.3.4 Ongoing Communication with Parents](#)

[9.3.5 Parental Feedback](#)

[9.3.6 Leaving the Service](#)

#### **9.3.2 Meeting and Informing Parents about the Service**

For new families, in most cases, the first point of contact will be a Service staff member, who will discuss with parents their needs and answer any questions.

#### **9.3.3 Service Information Handbook**

A Service Information Handbook will be provided, based on the policies and procedures, to all parents on the first meeting or as soon as reasonably possible. The Handbook will contain

- (a) the Service's philosophy, goals, aims and objectives
- (b) the role of Coordinators and other persons engaged by the Approved Provider;
- (c) the processes for monitoring the quality of care provided by the Service Educators;
- (d) parents' rights, including the right to
  - (i) the policy of non-discriminatory access and its application
  - (ii) contact a Coordinator or Nominated Supervisor as needed
  - (iii) enter the Educator's residence / Family Day Care venue, at any time their child is being educated and cared for.

- (e) the procedure for dealing with parental concerns
- (f) the address and telephone number of the nearest office of the Office for Early Childhood Education and Care Service
- (g) parents' responsibilities, including
  - (i) payment of fees
  - (ii) delivery and collection of children - by signing in and out on arrival and departure
  - (iii) notification of changes in information recorded
  - (iv) compliance with relevant health and hygiene policies
  - (v) written notice giving details of ceasing dates - is required for termination of care
- (h) the Service's policies and practices in relation to
  - (i) hygiene, safety, emergency and evacuation procedures
  - (ii) activities and experiences
  - (iii) injuries, illness and infectious diseases
  - (iv) storage and administration of medication for children
  - (v) in-service training for Coordinators, Educators and other staff
  - (vi) participation of students and volunteers in the Service.

#### 9.3.4 Ongoing Communication with Parents

Parents will be able to meet with a Coordinator, by appointment, to discuss any issues or concerns with respect to their child and/or the Service (refer Policy 10.3 *Grievances and Complaints Management Policy*).

Educators will regularly exchange information with parents regarding their child care needs, educational program (including activities and experiences being offered), their child's participation in experiences and their learning and development progress.

For sensitive matters such as the inability of the Educator to work or deciding to cease care - the Educator will advise parents verbally. Text messaging, Facebook, Twitter and other similar networks are not an appropriate means to convey this type of advice to parents.

Information for parents may also be communicated through:

- regular Service newsletters
- phone and email communications
- meetings between staff, parents/guardians and Educators

Educators must provide 2 weeks' notice in writing to the parent of the date they are ceasing care with the family. (refer to 10.4 *Fees Policy*).

### 9.3.5 Parental Feedback

As a part of our commitment to quality and improvement, parents may be asked to complete surveys, invited to participate in meetings and to contact staff in relation to their experiences of the Service.

The Service will treat all enquiries and concerns with respect and will endeavour, wherever possible, to answer questions, provide required information and make changes as appropriate.

Any areas of improvement identified within the Service will be taken into account by modifying or enhancing these Policies and Procedures, or other necessary actions as appropriate.

### 9.3.6 Leaving the Service

When leaving the Service, parents/guardians are encouraged to give feedback on the strengths of the Service and areas for improvement, either in discussion or by completion of an Exit Form.

### Review

	Date	Details
Revision 00	07/2015	Original Policy Issued
Revision 01	12/2016	Reviewed
Revision 02	08/2017	Reviewed
Revision 03	11/2020	Reviewed and separated from Policy

### Related Documents

#### Policies

9.2 Communication and Media Policy

10.4 Fee Policy

#### Reference

Refer to 9.2 Communication and Media Policy

My Place 'Service Information Handbook