

POLICY: 9.2 Communication and Media

Procedure: 9.4 Communication with Community

Building a positive relationships within the local and broader community assists the Service to link families to local agencies, facilitates opportunities to work with other organisations to increase knowledge and understanding of the Family Day Care program and creates a place of shared community responsibility.

9.4.1 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:

[9.4.2 Knowledge of Community Resources](#)

[9.4.3 Community Involvement](#)

[9.4.4 Community Feedback](#)

9.4.2 Knowledge of Community Resources

The Nominated Supervisor is responsible for ensuring that the Service:

- holds current contacts and information on relevant community resources
- staff are made aware of the resources through regular Staff meetings and a Service Referral Booklet.
- Information Handbook is up to date and includes information about local agencies and resources relevant to families and children
- Is represented at relevant community events and gatherings
- Staff are available via appointment to meet with community members and groups.

9.4.3 Community Involvement

The Nominated Supervisor will ensure:

- the Service builds strong community links
- community representatives are invited to participate in and share information in relation to the Service provision of early childhood education and care

- the Service has a strong relationship with the local community Elders including Indigenous Elders
- community Elders and representatives are invited from time to time to undertake activities with children eg. an Indigenous artist may come and share Indigenous stories, craft activities, music or dance.

9.4.4 Community Feedback

Community feedback is critical in ensuring the Service continues to meet the needs of families within the local community . Feedback will be sought by:

- actively engaging with local services and agencies through referrals
- listening to complaints and considering improvements
- attending local gatherings and seeking feedback
- attending ECEC Regional Meetings.

The Service staff 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 including on the Service's Quality Improvement Plan (QIP).

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 |
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Related Documents

Policies

9.2 Communication and Media Policy

Reference

Refer to 9.2 Communication and Media Policy