

9.3 Stakeholder Participation Policy

1. Purpose

My Place Family Day Care acknowledges and believes when respectful inclusive and collaborative connections are made with stakeholders from within the Service and broader community, the Service can reflect the needs of the community and the diversity of the families and children involved in the delivery of quality education and care.

2. Scope

This policy applies to the Board of Directors, Members, Relevant Community and/or Government Agencies, any other interested member of the community, Educators, Educator Assistants, parents and children.

3. Definitions

Approved Provider: Inala Community House (ICH) has approval from the Federal Government to operate an approved FDC service.

Service: My Place Family Day Care, whose Approved Provider is Inala Community House.

Parent/Guardian: The person responsible for the payment of fees and who is paid the Child Care Subsidy. Referred to as the Parent/s. **PLEASE NOTE: do not include a parent who is prohibited by a court order from having contact with the child**

Authorised Nominee: in relation to a child, means a person who has been given permission by a parent or guardian to collect the child from the FDC Educator.

Authorised Person: Means a person who is a parent or family member of the child who is being educated and cared for by the family day care educator. A parent or family member does not include a person whose access to the child is prohibited or restricted by a court order or tribunal of which the approved provider, nominated supervisor or FDC Educator is aware.

Educator: A suitably qualified person who is registered with the Service.

Educator's Residence – The home or venue approved to provide childcare by an approved educator of the Service.

4. Policy

My Place Family Day Care values and encourages participation by all stakeholders in the provision of quality childcare and supports this by involving community members with a quality improvement focus in an advisory, consultative or decision-making role.

4.1 Stakeholders

The Service will encourage stakeholders to actively participate in the activities of the Service. Stakeholders include:

- Parents,
- Children as appropriate,
- Educators,
- Staff Members,
- Board of Directors Members,
- Relevant Community/Government Agencies (e.g. Department of Child Safety),
- Any other interested member of the community.

4.2 Participation

Stakeholders are encouraged to contribute and be involved in the consultative process by participating in the Service activities, providing support and advice in relation to:

- Development or review of policies and procedures,
- Participate on the Services Sub Committee or Meeting,
- Professional Support and Training,
- Completing Surveys,
- Participation in Service Events,
- Recommendations for improvements in any area,
- Fundraising co-ordination opportunities.

5. Review

This policy remains in effect unless otherwise determined by resolution of the Board of Directors. This policy will be reviewed every two years or sooner as required

| | Date | Details |
|-------------|-------------|------------------------|
| Revision 00 | 07/2015 | Original Policy Issued |
| Revision 01 | 12/2016 | Reviewed |
| Revision 02 | 08/2017 | Reviewed |
| Revision 03 | 12/2019 | Reviewed |
| Revision 04 | 01/2021 | Reviewed |
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6. Related Documents

Policies

9.2 Communications and Media Policy

10.2 Grievance and Complaints Management Policy

Procedures

9.10 Communication with Community Procedure

9.11 Communication with Parents Procedure

9.12 Media

10.5 Complaints Management

References

Guide to the National Quality Framework 2018 Chapter 2 The National Quality Standards, Quality Area 6: Collaborative Partnerships with families and communities: 6.1 Supportive relationships with families: Respectful relationships with families are developed and maintained and families are supported in their parenting role.

6.1.1 Engagement with the Service- Families are supported from enrolment to be involved in the service and contribute to service decisions.

6.1.3 Families are Support – current information is available to families about the service and relevant community services and resources to support parenting and families wellbeing

6.2 Collaborative partnership: collaborative partnerships enhance children’s inclusion learning and wellbeing.

6.2.2 Access and participation: Effective partnerships support children’s access, inclusion and participation in the program

6.2.3 Community engagement: The service builds relationships and engages with community.

Quality Area 7: Governance and Leadership – 7.1.2 Management systems: Systems are in place to manage risk and enable the effective management and operation of a quality service.