

# INTERACTIONS & COMMUNICATION WITH FAMILIES POLICY



## Policy Statement

Little Adventures Early Learning is committed to developing and maintaining positive and open relationships with families to best meet the education and care needs of their children. Effective partnerships with families are paramount in the provision of education and care and these can only be achieved when information is exchanged openly and regularly.

## Strategies and Practices

- The *Interactions and Communication with Families' Policy* is available to families upon enrolment and staff upon induction.
- The Services' enrolment and orientation processes have been designed to build the foundations for an effective and long-lasting partnership with families that will enhance the learning and care experience. Families are asked to provide as much information as possible about their child and their family background and are provided with detailed verbal and written information about the Service and its practices.
- During the enrolment and orientation process, families are asked to state their preferred method for both receiving and exchanging information with the Service.
- The Service employs many modes of communication to exchange regular information with families. These include:
  - Face to face communication
  - Newsletters
  - Communication Books
  - Family Handbook
  - Noticeboards
  - Parent-Educator meetings
  - Surveys and questionnaires
  - Emails & Xplor Home Communications
  - Facebook page
  - Phone calls
  - Little Adventures Early Learning website
- Information about community resources and support agencies in the local community are available to families to support parenting and wellbeing.
- The Service can access translation services for non-English speaking families as required.
- Families are welcome to:
  - Contribute to the program in a variety of ways such as sharing information verbally, via email, noting information on the Daily Reflection or program, sharing their own interests and skills on the enrolment record.
  - Stay at the Service at any time and become involved in the Service's daily activities.
  - Raise any concerns they may have about any aspect of the Services operation.

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- Regularly check the Communication books (if opting for this method of communication) to advise of food and nutrition intake, sleep/rest times and nappy changes etc
- Be a part of the review process of the Service's policies and procedures and suggest any changes they consider necessary
- Stay up to date with policy and procedural changes. Wherever possible, the Service will communicate proposed changes to Service operations at least 2 weeks prior to implementation. This is to provide families with the opportunity to comment on the changes and adjust to the changes being implemented.
- Participate in social engagement opportunities that the service hosts.

## References

- *Education and Care Services National Law*
- *Education and Care Services National Regulations*
- *Guide to the National Quality Framework*
- *Early Childhood Australia Code of Ethics*
- Dr Brenda Abbey (Childcare by Design)

## Policy review

The Service encourages staff and parents to be actively involved in the review of each of its policies and procedures. In addition, the Service will accommodate any new legislative changes as they occur and any issues identified as part the Service's commitment to quality improvement. The Service consults with relevant recognised authorities, where necessary, as part of the review to ensure the policy contents are consistent with current research and contemporary views on best practice.