# PARENTAL INTERACTION AND INVOLVEMENT IN THE SERVICE POLICY

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1 NQF

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<tbody>
<tr>
<td>QA6</td>
<td>6.1.2</td>
<td>Families have opportunities to be involved in the service and contribute to service decisions.</td>
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<td></td>
<td>6.1.3</td>
<td>Current information about the service is available to families</td>
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<td></td>
<td>6.2.1</td>
<td>The expertise of families is recognised and they share in decision making about their child’s learning and wellbeing.</td>
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<tr>
<td></td>
<td>6.2.2</td>
<td>Current information is available to families about community services and resources to support parenting and family wellbeing.</td>
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<td>6.3.4</td>
<td>The services builds relationships and engages with their local community</td>
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<td>QA7</td>
<td>7.3.4</td>
<td>Processes are in place to ensure that all grievances and complaints are addressed, investigated fairly and documented in a timely manner.</td>
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2 National Regulations

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<tr>
<th>Regs</th>
<th>Access For Parents</th>
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<td>157</td>
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3 Aim
Communications between family members and the Service are considered crucial for a child to reach their full development. Therefore, we aim to provide an environment where there is a strong emphasis on family/Service communication to allow consistency and continuity between the home and the Service environment. By encouraging family members to be involved in the service, we aim to provide a service that best meets the needs of our community.

The Kids’ Uni Policies and Procedures apply to Kids’ Uni North, Kids’ Uni South, South Coast Workers Child Care Centre, Kids Uni iC – Preschool, After School Care and Vacation Care (Kids’ Uni OOSH).

4 Related Policies
Educator and Management Policy (CHI-ADM-POL-017)
Enrolment Policy (CHI-ADM-POL-022)
Family Law and Access Policy (CHI-ADM-POL-025)
Fees Policy (CHI-ADM-POL-026)
Orientation for Children Policy (CHI-ADM-POL-041)

5 Parent Communication
5.1 Our Service aims to provide as many outlets as possible for family/service communication. These include:
   i. Face to face.
   ii. Newsletters
   iii. A notice board displaying upcoming events and notices.
iv. Letters to the families.
v. Communication books for each room.
vi. Children’s Portfolios.
vii. By email through Hubworks portal.
viii. Informal meetings with parents and the opportunity to plan formal meetings if necessary.
ix. Short surveys regarding the service’s philosophy and how you feel your child/ren feel about the service.
x. Kinderloop
xi. Skype.
xii. Meet and greet nights.
xiii. Information evenings

5.2 If necessary, educators have support and access to translation services to provide this information for non-English speaking families.

6 Expectation of Educators
6.1 Educators will respect the families individual needs and wishes for their child, in relation to the child’s care and well being.
6.2 Educators will acknowledge family members right to raise concerns with the service Educators, and will liaise with families and/or management to ensure any concerns raised are addressed promptly and in an appropriate manner.
6.3 Educators will involve families when planning for future developments within the service, including policy development, programming, developing routines and procedures, and purchasing equipment.
6.4 Families will be encouraged to put forward their views in writing, where appropriate. Educators will respect the families chosen level of involvement within the service.
6.5 Educators will advise parents at time of enrolment and orientation of the importance and value of their family needs and wishes for their child.

7 Parent Grievances
7.1 UOW Pulse Ltd Children’s Services understands that problems and grievances may arise in the course of performing work and the operation of a child care service. In general, these are best resolved by talking with the relevant educator associated with a particular child.
7.2 If the grievance cannot be resolved at this level, the grievance will be referred to the Nominated Supervisor of the service, the Manager of UOW Pulse Ltd Children’s Services.
7.3 UOW Pulse Ltd has a grievance policy which is utilised as part of the process when the normal channels for resolution either fail or are inappropriate.
7.4 Grievances can be any disagreement, problem, complaint or matter, which causes a parent / guardian concern or distress.

7.5 Any parent/caregiver with a concern or complaint in relation to the running of our Service should do the following:
   i. Voice their complaint or concern with the nominated supervisor or the Manager of Children's Services.
   ii. Grievances can be entered via the UOW Feedback system on either the UOW website or the UOW Pulse website.

8 Alternative Grievance Resolution Policy
Discussions and information concerning the grievance must be treated confidentially by any educator or staff involved in the grievance process. However, if it is considered that there may be a possibility of disciplinary action, criminal investigation, a person’s / child’s safety is endangered, or the reputation of UOW Pulse Ltd or its Officers’ are at stake, the matter must be referred to the Head of People and Culture and/or the approved provider.

9 Parent and Family Involvement
13.1 Educators will greet and farewell parents on arrival and departure and communicate with parents in a positive and supportive manner, making the families feel welcome and valued. Educators will establish a pattern of exchange of information, communicating to families about their child or what they did on that day that may be of interest to them. Staff will accept individual differences in the way parents bring up their children.

13.2 The nominated Supervisor and educators will not allow a parent to enter the service premises if they reasonably believe this would contravene a court order.

13.3 Parents are welcome at all times and staff will happily explain activities or answer any questions to them.

13.4 Parents need to be aware however of the Educators requirement to supervise the children throughout the day. If parents wish to discuss or exchange detailed information about their child with the Nominated Supervisor / Manager or an educator, an appointed time suitable to both will be organised.

13.5 Families are welcome to visit at any time of the day and are encouraged to make suggestions and offer critique on our program, philosophy, management and food menu.

13.6 Families are encouraged to share aspects of their culture with the educators and children as well as appropriate experiences.

13.7 Families are invited to participate in the service’s daily routine by helping out with activities such as craft, the preparation of morning tea, special activities and afternoon tea.

13.8 Families are encouraged to offer skills and knowledge in a variety of ways and to contribute to the diversity of experiences for the children attending.

13.9 Families are asked for their assistance and participation in particular events such as assisting in the program or excursions, working bees and other special events.
13.10 Families are encouraged to help in the review process of policies by reading policies that are currently up for review and offer feedback and suggestions about the policies to help to meet aims of the NQF Assessment process.

13.11 Minutes of regular staff/parents meetings will be kept aside for either side to make suggestions.

13.12 Inform them of the management structure, the children’s services consultative committee, and how they can be involved.

13.13 Invite them to attend or to read a report of the AGM meeting. (Report and minutes can be obtained through the manager, parent representatives or UOW Pulse Ltd Children’s Services President)

10 Open Doors

Our Service can be accessed at any time for parental inspection.

Please come and see how we help your child develop and grow.

Entry by you any time shows that we are happy for you to see our practices at any time of day.

Never leave your child in a Service unless you feel 100% competent in their ability to provide for your child.

Don’t hesitate to ask questions about your child, their development or our Service Philosophy.

Our Service is proud of the quality of care we provide.

Our educators are qualified, trained, experienced and talented.

Rather than take our word for this

See for yourselves!

11 Sources

National Quality Standard

Education and Care Services National Regulations
12 Review

This policy will be reviewed every 2 years and the review will include Management, Employees, Families and Interested Parties.

13 Version Control Table

<table>
<thead>
<tr>
<th>Version Control</th>
<th>Date Released</th>
<th>Next Review</th>
<th>Approved By</th>
<th>Amendment</th>
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<tr>
<td>1</td>
<td>Feb 2012</td>
<td>Feb 2013</td>
<td>Michele Fowler Manager – Kids Uni</td>
<td>Paragraph inserted re application of policies across all centres. Migrated into new QA format. This policy replaces the Policy on communication between staff and families and children, the Parent Grievance Policy, the Participation and Access Policy and the Grievance Procedure for Families.</td>
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<td>2</td>
<td>Feb 2013</td>
<td>Feb 2014</td>
<td>Michele Fowler Manager – Kids Uni</td>
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<tr>
<td>3</td>
<td>Jun 2014</td>
<td>Dec 2015</td>
<td>Michele Fowler Manager – Kids Uni</td>
<td>Policy reviewed and updated to reflect changes I regulations on 1/6/2014. Statement added: - “The nominated Supervisor and educators will not allow a parent to enter the service premises if they reasonably believe this would contravene a court order.” The review period changed to 2 years.</td>
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<td>4</td>
<td>Dec 15</td>
<td>Dec 17</td>
<td>M. Gillmore – General Manager</td>
<td>Policy reviewed with minor changes made to include Kinderloop.</td>
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