

## **COLLABORATIVE PARTNERSHIPS WITH FAMILIES**

### **AUTHORISATION**

<b>POLICY TYPE:</b> <i>(Council or Operational)</i>	Operational
<b>POLICY LOCATION:</b> <i>(eg. Corporate, Engineering, etc.)</i>	Community Services
<b>RESPONSIBLE OFFICER:</b> <i>(by position title)</i>	Children Services Coordinator
<b>AUTHORISED BY:</b> <i>(GM or Director Title)</i>	Director Corporate and Community Services
<b>DATE ADOPTED:</b>	17 August 2021
<b>ADOPTED BY:</b> <i>(Manex or Council)</i>	Manex
<b>MINUTE NO:</b> <i>(If required)</i>	
<b>REVIEW DUE DATE:</b> <i>(Four years unless statutorily required sooner)</i>	July 2023
<b>REVISION NUMBER:</b>	

### **DOCUMENT HISTORY**

<b>VERSION NO.</b>	<b>DATE</b>	<b>DESCRIPTION OF AMENDMENTS</b> <i>Include names of former policies that this policy will replace if applicable</i>	<b>AMENDED BY</b> <i>(Where required)</i>

### **REVIEW OF THIS POLICY**

This Policy will be reviewed within two (2) years from the date of adoption or as required in the event of legislative changes. The Policy may also be changed as a result of other amendment that are to the advantage that Council and in the spirit of this Policy. Any amendment to the Policy must be by way of a Council Resolution for all policies categorised as “Council” policies or the approval of the General Manager for all policies categorised as “Operational” policies.

## 1. Purpose:

To ensure families feel valued and welcomed as the first and most important Educator in their child's life. Continuous improvement in the Education and Care setting is occurring because collaboration, clear communication, reflection, constructive feedback and positive relationships are fostered between all participants.

## 2. Scope:

This policy document applies to all staff and Educators of the Bland Shire Council Children Services Unit and Bland Temora Family Day Care, along with children and families enrolled with Bland Shire Council Children Services Unit.

## 3. Outcomes:

Bland Shire Children Services Unit welcomes and facilitates family participation and open communication in the service by encouraging families to engage with their children's education and care. Families are invited to attend meetings, assist with projects and attend social gatherings. The Education and Care Service has an open door policy for families.

## 4. Roles and Responsibilities:

### The Nominated Supervisor will:

- Establish a culture of collaboration, inclusion and positive communication between all Service stakeholders.
- Highlight the importance of positive partnerships with families to ensure high quality care and education is delivered to children.
- Develop systems for families to provide feedback regarding the enrolment and orientation process and when reviewing policies and procedures to improve processes and practice.
- Ensure parents/visitors may enter the service at any time unless such entry would pose a risk to the safety of children/Educators or breach court orders regarding access to children.
- Inform families about the processes for providing feedback and making complaints.
- Develop an enrolment and orientation procedure that ensures families are provided with information about the philosophy, policies and practices of the Service prior to the child's commencement in care.
- Promote an environment of open communication between families and Educators to support the child's wellbeing.
- Ensure families are made aware of support services available to them and of the assistance these services can provide.

### Educators will:

- Embed a culture of collaboration, inclusion and positive communication between all Service stakeholders.
- Highlight the importance of positive partnerships with families to ensure high quality care and education is delivered to children.
- Value parents as the first and most important Educator in their child's life, seeking to share the parent's understandings, knowledge and preferences for their child and seeking to balance individual needs.
- Recognise that because families and parents are often busy they will need to consider a range of strategies to build and maintain relationships with each family.
- Promote continuous open and honest two way communication with families to assist them to feel connected with their child's experiences at the Service.
- Encourage families to be involved in the Service and the program through feedback, visiting the Service, bringing items from home and giving feedback on children's emerging interests and needs and attending formal and informal events.

- Make documentation available to families and prepare documentation in a way that is readily understandable to the parents of the child and to staff.

**Families will:**

- Be encouraged to promote continuous open and honest two way communication with the Service to assist them to feel connected with their child's experiences at the Service.
- Be encouraged to attend children's excursions or performances at the Service.
- Provide accurate information on enrolment and medical information forms during the enrolment process and notify Educators and /or Service when any information changes.
- Work in consultation with the Service in regards to current Family Court Orders and/or parenting plans to ensure the safe, consistent care of the child.
- Be invited to contribute to the quality improvement process within the Education and Care Service.

**5. Legislation and Supporting Documents:**

Education and Care Service National Law 2010

Education and Care Services National Regulations 2011

Guide to the National Quality Framework 2018

Belonging, Being and Becoming: The Early Years Learning Framework for Australia.

My Time, Our Place – The Framework for School Age Care in Australia

**6. Relationship to Community Strategic Plan:**

This Policy supports Council's Delivery Program Strategy DP4.2 Provide quality, accredited and affordable Education and Care Services within Bland Shire and surrounds (Bland Preschool, Family Day Care, Mobile Resource Unit, Vacation Care and Toy Library services)

**7. Attachments:**

N/A