Family Communication Policy

Quality Area 6: Collaborative partnerships with families and communities

Standard 6.1: Respectful supportive relationships with families are developed and maintained.

Standard 6.2: Families are supported in their parenting role and their values and beliefs about child rearing are respected.

Standard 6.3: The service collaborates with other organisations and service providers to enhance children’s learning and wellbeing.

The Service recognises that the families are the child’s first and most influential Educator.

Collaborative relationships with families are fundamental to achieve quality outcomes for children. Community partnerships that focus on active communication, consultation and collaboration also contribute to children’s learning and wellbeing.

The Service appreciates and respects the convenience of each family and their preference in communication.

- The Service will offer mediums of communication such as email, verbal, communal signage in the service, newsletters, Day Book, Family Involvement Wall, sign-in sheets, Notice Board and notes sent home.

- The Service will survey each family to gain their preference of communication and implement. Example: email, SMS, verbal etc.

- Families will be encouraged to be actively involved in:
  - Policy review and development
  - Goals and reflection of their child’s learning
  - Program inclusions such as cultural experiences and interest based topics
  - Routine or procedure changes or inclusions

- The Service will value the input and feedback from families and endeavour to implement as much family involvement and ideas as possible. The expertise of families is recognised and we will actively encourage them to share in decision making about their child’s learning and wellbeing.

- Educators and coordinators have access to space for private and confidential discussions with families and access to the service for families during the hours of operation.

- Information will be available to families about community services and resources to support parenting and family wellbeing.

- Educators will make themselves available for meetings with families to ensure that their needs are being address and met.

- Families will always have the Policy Manual available for their perusal and reviewal. Any comments will be noted and discussed.

- Each child’s developmental records will be made available to their family and the opportunity for a confidential consultation with the child’s Educator will be made available at the family’s convenience.
- Families of the Nursery will have an individual communication book made for their child to strengthen the line of communication between the Service and the family.

- All information shared is treated as strictly confidential.

- Families who require interpretive services will be supported by the Service in making Polices and other information available in their preferred language.

- A Communication Book will be developed and supported by the Service to support children who are using specialised professionals to create continuity between all involved.

- Families will be asked to update their personal information throughout the year to ensure that the Service has the most recent details available.

This policy was made with reference to the National Quality Standard, The Early Years Learning Framework

Date that the policy was last updated or revised: January 2016

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Nadiya Khan
Director

Australian International Islamic College Kindy