

Edgeworth Child Care Centre Inc.

Parent/Guardian Communication Policy

Aim

Parent/Guardian and service communication is an important aspect of early childhood education and care, which enables educators and other staff to more closely meet the needs of children and families and provide consistency and continuity between the service and home environments. This provides the parent/guardian the opportunity to discuss their child's development and progress. At Edgeworth Child Care Centre we provide a number of outlets in which this exchange of information can take place.

Legislative Requirements

Education and Care Services National Law Act 2010
Education and Care Services National Regulations 2011
National Quality Standards 2011
NSW Department of Education

Who is affected by this policy?

Educators
Child
Families
Staff
Management

Implementation

The following will occur:

- Face to face verbal interactions at arrival and departure times.
- Each family will be allocated an individual 'pocket' in which newsletters, invitations, statements, and other written communication will be placed. ***It is the Parent/Guardian's responsibility to read these notices and ensure they are aware of current issues and events in the Education and Care Service.***
- Regular newsletters via the children's individual pockets/email/website/app.
- A message section on the day book, where brief notes can be left between educators and parents.
- A notice board where various messages and notices are displayed advertising current issues and upcoming events.
- Regular parent meetings are held where parents can raise any issues or topics they feel relevant and contribute to decision making.
- A suggestion box is located in the foyer. Parents are able to leave written messages, for the purpose of expressing concerns, positive feedback or evaluative input that they feel they need to let staff know about. These can be anonymous if so desired.
- Occasionally educators will ask parents to complete short surveys in order to maintain up to date records and seek parent feedback on various topics.
- Policies will be regularly reviewed in a variety of ways (sign in area, newsletters, emails and via pockets to enable parent comment in service practices).
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N.B The Service has access to support and translating services for non-English speaking families. If required, information will be made available in home languages.

The Approved Provider/Nominated Supervisor will ensure that this policy is maintained and implemented at all times.

Sources

**Education and Care Services National Law Act 2010
Education and Care Services National Regulations 2011
Guide to National Quality Standards 2011
Australian Children’s Education & Care Quality Authority
NSW Department of Education**

Review

The policy will be reviewed annually. Review will be conducted by management, employees, parents and any interested parties.

Reviewed: 25 October 2017

Date for next review: October 2018