



# Wesley Out of School Hours Care Policy

## Family Involvement and Communication

### 1. Purpose

Wesley Out of School Hours Care (Wesley OOSH) believes that family participation in the education and care service is an important part of making the service a true part of the community and creating an environment that is welcoming, inclusive and supports a sense of belonging for children, families and educators.

### 2. Scope

This policy applies to the staff, children, families and visitors of Wesley OOSH as required by the following Regulations and Standards.

#### National Quality Standard

QA1	1.3.3	Families are informed about the program and their child's progress
QA3	3.2	The service environment is inclusive, promotes competence and supports exploration and play-based learning
QA6	6.1	Respectful relationships with families are developed and maintained and families are supported in their parenting role
QA6	6.2	Collaborative partnerships enhance children's inclusion, learning and wellbeing

#### National Regulations (r) and National Law (s)

r75	Information about educational program to be kept available
r76	Information about educational program to be given to parents
r80	Weekly menu
r86	Notification to parents of incident, injury, trauma and illness
r111	Administrative space
R157	Access for parents
R172	Notification of change to policies and procedures
R185	Law and regulations to be available

### 3. Policy statement

Wesley OOSH welcomes and facilitates open, polite and respectful communication and participation in the service by encouraging families to engage with their children's education and care. Families are invited to assist with projects and attend social gatherings. Wesley OOSH has an open-door policy for families.



We welcome the input of families, educators and the wider community to help create a service that meets the needs and supports the learning and wellbeing of all children who attend our services. We encourage open, polite and respectful communication and behaviour with all educators, staff, other children and families through spoken and written communication.

Open, polite and respectful communication shall include, but not be limited to:

- Appropriate language
- A calm tone
- Unobtrusive body language
- Considerate and meaningful interactions

Unacceptable behaviour that will not be tolerated in our services includes but is not limited to:

- Aggressive or intimidating actions, such as violence, threatening gestures or physical proximity
- Aggressive or intimidating language, including the use of obscenities, making sexist, racist or derogatory comments or using a rude tone
- Discriminating treatment of Educators, staff or other children i.e. culture, disability

#### **Wesley OOSH will**

- Ensure that educators provide information to families regarding the content and operation of the educational program in relation to their child and that a copy of the educational program and menu is available for viewing at the service.
- Ensure that families are provided information regarding their child's development, interests, experiences and participation in the educational program.
- Ensure that families are provided with information regarding the service, fees, policies and practices upon enrolment and as changes are required as per the Education and Care Services National Regulation
- Ensure that parents are notified of any incident, injury, trauma or illness that occurs involving their child while at the service.
- Inform families about the processes for providing feedback and making complaints.
- Develop systems for families to provide feedback regarding the service to improve processes and practice.

#### **Educators will**

- Communicate with families in an open, polite and respectful manner to pass on information about their child's participation in the educational program.
- Encourage families to be involved in the service by providing information on their child's interests and needs, visiting the service, bringing in items from the home environment and providing feedback.
- 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 with practice in the service.
- Recognise that families, and parents in particular, are often busy with many competing priorities and educators will need to consider a range of strategies to build and maintain relationships with each family.
- Prepare documentation for families and other educators in a way that is easily understandable.



### **Families will**

- Communicate with educators and staff in an open, polite and respectful manner to provide the service with information regarding their child upon enrolment and as information changes. This includes, but not limited to, the child's interests and needs, medical information, behavioural diagnosis and strategies to support the child.
- Provide feedback that contributes to the quality improvement process within the service.
- Be invited to family events which may be held periodically to help network and develop friendships in the local community. Educators will be encouraged to attend these events.

### **4. Responsibility and policy owner**

The policy owner is the General Manager, Wesley Health, Conferences and Education. The owner is responsible for implementing the policy and achieving the desired outcomes. Wesley OOSH staff shall adhere to this policy.

### **5. Consultation & Approval**

This policy has been developed in consultation with key stakeholders including families and the community, the Head of Wesley OOSH, Area Manager/s, Wesley OOSH, Centre Coordinator/s, Wesley OOSH and the Quality, Risk and Compliance Coordinator, Wesley OOSH.

This policy has been approved by General Manager, Wesley Health, Conferences and Education.