



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 and 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 family participation and open communication 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.

Wesley OOSH values the input of families, educators and the wider community to help create a service that meets the needs of the children who attend the service. We encourage open communication through the enrolment and orientation process, policy review, feedback forms, the daily program, documentation, formal and informal meetings, emails and conversations.

Wesley OOSH will

- Ensure that parents can enter the education and care services at any time unless such entry would pose a risk to the safety of children/educators or breach court orders regarding access to children.
- 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 is available for inspection at the education and care service.
- Ensure that families have access to documents regarding the assessment of the child's developmental needs, interests, experiences and participation in the educational program and assessments of the child's progress against the outcomes of the educational program.
- Ensure that parents are notified of any incident, injury, trauma or illness that occurs for their child while at the education and care service.
- Ensure that administrative spaces are adequate for the purpose of consulting with parents and for conducting private conversations.
- Ensure that parents are notified of changes to policies or fees and given adequate notice as per the education and care services national regulations.
- Ensure that a copy of the Education and Care Services National Regulations is available for parents to access.
- Ensure that the enrolment and orientation process provides families with information about the philosophy, policies and practices of the education and care service prior to children's first attendance at the service.
- Inform families about the processes for providing feedback and making complaints.

The Nominated Supervisor will

- Ensure that a weekly menu which accurately describes the food and beverages provided each day is displayed in a place accessible to parents.
- Develop systems for families to provide feedback regarding the enrolment and orientation process and when reviewing policies and procedures to improve processes and practice.
- Develop an enrolment and orientation procedures that ensures families are provided with information about the philosophy, policies and practices of the education and care services prior to children's first attendance at the service.

Educators will

Be available for families at pick up and drop off times to pass on important messages and information about their child's participation in the education and care program.



- Encourage families to be involved in the education and care service and the program through feedback, visiting the service, bringing in items from the home environment and giving feedback on children's emerging interests and needs.
- Promote continuous open and honest two-way communication with families to assist them to feel connected with their children's experiences in the education and care setting and to develop families' trust and confidence in the education and care service.
- 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 education and care service.
- Recognise that families, and parents in particular, are often busy with many competing priorities, they will need to consider a range of strategies to build and maintain relationships with each family.
- Make documentation available to families and prepare documentation in a way that is readily understandable to the parents of the child and to other educators.

Families will

- Provide accurate information on enrolment and medical information forms during the enrolment process and notify educators when any information changes.
- Be invited to contribute to the quality improvement process within the education and care service.
- Be invited to family events to 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 the Program Manager, Wesley OOSH, Senior Coordinator, Wesley OOSH, Area Coordinator/s, Wesley OOSH, Centre Coordinator/s, Wesley OOSH & the Quality, Risk and Compliance Specialist, Wesley Conferences and Recreation.

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