



# Family Relationships

Approved by board on: 8<sup>th</sup> August 2023  
Scheduled review date: 8<sup>th</sup> August 2025

## Introduction

*"Families are the primary influence in their children's lives and also have strong beliefs and values regarding the education and care of their children, and the experiences in which their children should be able to participate. Effective relationships between educators and families are fundamental to the quality of education and care that children receive."* Guide to the National Quality Standard (3) ACECQA (2011), p.142

All people (staff, children, families and visitors) at Forbes preschool are respected and valued in a positive manner regardless of their relationships with each other. This includes family relationships such as parent and child, siblings, cousins etc. By having positive relationships all adults and children will develop resilience and a positive self worth.

By observing these practices all people involved at the preschool will develop a sense of being, belonging and becoming.

## Goal

The Preschool welcome and facilitates family participation and open communication in the service by encouraging families to engage with their children's education and care.

The Preschool has an open door policy for families.

- The education and care service values the input of families, educators and the wider community to help create service that meets the needs of the children who attend the service.
- The education and care service encourages open communication through the enrolment and orientation process, policy review, feedback forms, the Parent Committee, the daily program, documentation, formal and informal meetings, emails and conversations.

## Policy

- Ensure that parents may enter the Preschool 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 Preschool.
- 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 a menu which accurately describes the food and beverages provided each day is displayed in a place accessible to parents.

- Ensure that parents are notified immediately but no later than 24 hours 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 Preschool.
- 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 Preschool and NDIS program (if applicable) prior to children's first attendance at the service.
- Establish a Management Committee to encourage family involvement in the Preschool and NDIS program. The committee will elect representatives to oversee and chair meetings. Each committee meeting will have an agenda. Parent Committee attendees will have input into the continuing improvements within the Preschool. A committee representative will assist with staff recruitment, family activities, encourage community partnerships and service events.

Interactions with family members/relatives will:

- Be respectful, positive and fair
- Be inclusive of others
- Considerate of other preschool policies

### Responsibilities

The Nominated Supervisor shall:

1. Establish clear guidelines to promote positive and respectful relations
2. Develop systems for families to provide feedback regarding the enrolment and orientation process and when reviewing policies and procedures to improve processes and practice.
3. Ensure that parents may 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.
4. Inform families about the processes for providing feedback and making complaints.
5. 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 and Staff will:

- Inform families about the processes for providing feedback and making complaints.

- 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/s.
- 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/s.
- 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 because 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.
- Ensure that parents are notified immediately but no later than 24 hours of any incident, injury, trauma or illness that occurs for their child while at the Preschool.
- Respond to relatives in a just and consistent manner
- Respond sensitively and fairly to all preschool community members regardless of relationship
- Support each other to ensure all relationships are fair and just
- Be aware of other Educators need to develop relationships with all preschool members

### 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 Preschool.
- Be encouraged to attend children's excursions when needed to help meet required ratios and to support their children's knowledge of and engagement in their community.
- Be invited to family events to be held periodically to help family's network and develop friendships in the local community. Educators will be encouraged to attend these events.

### Related Documents

- ECA Code of Ethics