

Collaborative Partnerships with Families



Policy Objective

To support the development and maintenance of collaborative partnerships between families and Hawthorn Child Care Centre.

Implementation

- Families, including extended family members, are welcome at Hawthorn Child Care Centre at any time during the Centre's operating hours to visit with their child unless such entry would pose a risk to the safety of children or educators, or breach court orders regarding access to children.
- Outside of the Centre's operating hours families are encouraged to attend events such as Meet and Greet nights, the bi-yearly end of year celebration, and free family information sessions.
- Families are encouraged to telephone, email, or use the messaging functions on the SeeSaw app throughout the day to see how their child's day is going.
- Families are always welcome to join in activities and or events which are held in their child's room, including those which take place on a day their child is not booked for care.
- Families are encouraged and supported to participate in the educational program in their child's room. This may be through suggestions or ideas for the program; evaluation of, and feedback on, the program; and the contribution or sharing of resources or time.
- Families are encouraged and supported to share feedback and contribute ideas to all areas of the service including but not limited to room programs, procedures and policies, the Centre philosophy, and Centre menus. Families are supported to communicate with Centre leadership and each room through whichever means suits each family including notes left in the parent fee and suggestion box; email; phone; face-to-face conversations; and the messaging services available on the SeeSaw app.
- Families are provided with comprehensive information about the Centre, each room, and the services offered by both the Centre and the wider community. This information is offered through:
 - Hawthorn Child Care Centre Skoolbag app
 - SeeSaw app
 - Daily room newsletters
 - Conversations and informal meetings at the beginning and end of each day
 - Whiteboards in Banksia and Jacaranda Rooms
 - Formal meetings upon request
 - Emails
 - Notice boards throughout the Centre
 - Reading material from community and government organizations available in the Centre foyer and the hallway between the Banksia and Gumnut Rooms
 - Family information sessions
- Families are offered comprehensive information about their child's time at the Centre through:
 - Xplor Home app
 - SeeSaw app
 - Daily room newsletters
 - Conversations and informal meetings at the beginning and end of each day
 - Formal meetings upon request
 - Email
 - Photos

- Videos
- Displays in rooms
- Portfolios
- Written observations
- Room programs
- The Centre aims to work in consultation with families to ensure that information for families is accessible, meaningful, and useful. Feedback is sought throughout the year to ensure that the Centre's methods of sharing information continue to be appropriate, and that the information being shared is appropriate and relevant.
- Educators will record and share information, feedback, and suggestions received from families in a number of ways including but not limited to:
 - Saving emails
 - Documenting phone calls and verbal conversation in educator communication books
 - Documenting phone calls, verbal conversations, and emails in the room diary or on the whiteboard
 - Forms
 - Conversations with other educators
 - Notes made on the room program
- All information and feedback from families will, where necessary, be kept confidential in line with the service's policies and procedures.
- Families are provided access to all of the Centre's policies and procedures as well as the current Education and Care Services National Regulations, the Early Years Learning Framework, and the Guide to the National Quality Framework.
- Families are made aware of our Collaborative Partnerships with Families policy upon enrolment.
- Materials can be made available in languages other than English if required.

Family Grievances or Concerns

Families are encouraged to provide the Centre with feedback at any time, which includes any grievances or concerns they may have. If a family has a grievance or concern the following steps should be followed:

- Families can express their grievances or concerns in a number of ways:
 - Phone calls to Centre management or the Team Leader of the room.
 - Emails to Centre management or Team Leader of the room.
 - Formal or informal meetings with Centre Management or Team Leader of the room.
 - If families wish to remain anonymous, they can place their grievance or concern in writing and place it in the parent fee and suggestion box in the Centre foyer.
- The Director and Team Leader will follow up with the family to ensure that the matter has been resolved.

Hawthorn Child Care Centre aims to solve all grievances and concerns in a professional manner and will address all issues promptly. All grievances and concerns will remain confidential.

Changes to Existing Policy

"The Centre recognises our families lead very busy lives" was removed. Xplor Home app was added. Reference to monthly room newsletters was removed. Reference to communication books in the Gumnut and Peppercorn Rooms was removed. Reference to whiteboards in the Banksia and Jacaranda Room were removed.

Regulations

Education and Care Services National Regulations 2019

National Quality Standards 6, 7

Sources

Australian Children's Education and Care Quality Authority

Child Care Centre Desktop

Education and Care Services National Regulations

Guide to the National Quality Framework January 2020

Review Date: July 2020

Next Review Date: July 2021