

## Parental Interaction and Involvement in the Service Policy

### NQF

QA6	6.1.1	Engagement with the service - Families are supported from enrolment to be involved in the service and contribute to service decisions .
	6.1.2	Parent views are respected - The expertise, culture, values and beliefs of families are respected and families share in decision-making about their child's learning and wellbeing.
	6.1.3	Families are supported - Current information is available to families about the service and relevant community services and resources to support parenting and family wellbeing.
	6.2.1	Transitions - Continuity of learning and transitions for each child are supported by sharing information and clarifying responsibilities.
	6.2.2	Access and participation - Effective partnerships support children's access, inclusion and participation in the program.

## National Regulations

Regs	157	Access For Parents
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### Aim

Communications between family members and the Service are considered crucial for a child to reach their full development. Therefore, we aim to provide an environment where there is a strong emphasis on family/Service communication to allow consistency and continuity between the home and the Service environment. By encouraging family members to be involved in the service, we aim to provide a service that best meets the needs of our community.

### Related Policies

Educator and Management Policy  
 Enrolment Policy  
 Family Law and Access Policy  
 Fees Policy  
 Grievance Policy  
 Orientation for Children Policy



## Implementation

### Parent Communication

Our Service aims to provide as many outlets as possible for family/service communication. These include:

- Face to face.
- A weekly newsletter which will be emailed out to the families.
- A notice board displaying upcoming events and notices.
- Program and observations displayed on the wall in the foyer with pictures of the day.
- Regular informal meetings with parents and the opportunity to plan formal meetings if necessary.
- A Suggestions Box in the foyer where parents can anonymously (or give their names if desired) make suggestions to improve the service.
- Short surveys regarding the service's philosophy and how you feel your child/ren feel about the service.

If necessary, educators have support and access to translation services to provide this information for non-English speaking families.

### Parent Grievances

Any parent/caregiver with a concern or complaint in relation to the running of our Service either in administration or child interaction should do the following:

- Voice their complaint or concern with the nominated supervisor or certified supervisor.
- Write their complaint or concern on the Complaints form, addressing it to the nominated supervisor or approved provider. You will receive a personal response unless you have chosen to be anonymous.
- Parents can speak to any educator or member of staff about a specific complaint or concern. Educators or staff will put in steps to address your concern or complaint as quickly as possible. However, educators and staff do reserve the right to have the complaint put in writing.
- If a service-wide problem has been brought to our attention all families and staff will be informed of the contents of your complaint but not your name.

- The service will use the Grievance Procedure/Register to ensure that the grievance is followed through and sufficiently investigated.

### **Community Services**

Our Service will:

- Assist families to locate, contact or access community services. We will provide information brochures for families where they are available.
- Invite community members to the service to contribute to a program
- Liaise with other children's services, schools, health services and organisation working with children and families in the local area.

### **Parental and Family Involvement**

- Families are welcome to visit at any time of the day. (The Approved Provider, Nominated Supervisor and educators will not allow a parent to enter the service premises if they reasonably believe this would contravene a court order.)
- Families are encouraged to make suggestions and offer critique on our program, philosophy, management and food menu.
- Families are encouraged to share aspects of their culture with the educators and children as well as appropriate experiences.
- Families are invited to participate in the service's daily routine by helping out with activities such as craft, special activities and the preparation of afternoon tea.
- Minutes of regular staff/parents meetings will be kept aside for either side to make suggestions.
- Families are provided with opportunities to have private discussions with the nominated supervisor or educators.

### **Parent Support**

For those families undergoing difficult situations and who seek assistance from service, the service will offer support as appropriate. Our service offers a parent library which provides resources and contact numbers for various support groups within the local community such as a baby nurse, playgroup and speech therapist.

For families who use English as a second language, translated documents can be provided.



### **Parent Grievances**

Our Grievance Policy outlines the steps we take to address complaints and grievances from educators, staff, families, visitors and volunteers.



# Parent Survey Template

## Parent Questionnaire

Dear Parent

We wish to provide your child/ren with the highest level of care. In order to do this, we would like your opinion on how you feel the Service is being run and how our program and our philosophy is helping your child develop. It would help us if you provided us with your thoughts on what our Service's strengths and weaknesses are so we can work to improve these.

Attached is a questionnaire which asks your opinion of some important educational issues. It would help us if you could answer these as honestly as possible. Your responses will be kept private and confidential.

Please return completed survey by \_\_\_\_\_

Thank you for your participation.

\_\_\_\_\_

Nominated Supervisor

### Parent Survey

	Strongly Agree	Agree	Disagree	Don't Know
1. I feel welcomed in the Service.				
2. The Service takes my concerns seriously.				
3. The Service provides helpful information.				
4. I feel as though I can talk to the educators about my child's progress.				
5. The Service values my help and interest.				
6. Educators provide a challenging and stimulating environment for my child.				
7. Educators care if my child is not doing as well as he/she can.				
8. The Service has a safe and secure environment.				
9. The Service is always looking for ways to improve what it does.				
10. The educators regularly praise children.				
11. The children are the Service's main focus.				
12. I share in the education of my child.				
13. I receive adequate notice of Service events.				
14. Newsletters are regular and informative.				
15. The Service's aims are to improve the quality of learning and teaching.				
What do you see as the strengths of the Service?				
How do you see the Service could be improved?				
In what ways would you like to be more involved in the Service?				
What other comments would you like to make (if any)				



Thank you for taking the time to respond to these questions.

## PARENT SURVEY

Dear Parents

We are committed to educating and caring for children in partnership with parents. We value and respect your views and feedback, and ask that you take a few minutes to complete this survey.

Please circle the rating that best describes your response to the statement. You may also provide additional comments

### 1. Educators interact warmly with my child

Strongly Agree      Agree      Neutral      Disagree      Strongly Disagree

Comments \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

### 2. Educators are responsive to my child's needs and interests

Strongly Agree      Agree      Neutral      Disagree      Strongly Disagree

Comments \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

### 3. The curriculum regularly includes activities and experiences that reflect my child's strengths, knowledge and interests

Strongly Agree      Agree      Neutral      Disagree      Strongly Disagree



Comments \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**4. The service is always clean and uncluttered**

Strongly Agree      Agree      Neutral      Disagree      Strongly Disagree

Comments \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**5. Hygiene practices at the service (eg hand washing, food storage and serving, sandpit) comply with best practice guidelines**

Strongly Agree      Agree      Neutral      Disagree      Strongly Disagree

Comments \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**6. The outdoor environment is attractive and promotes children's imagination, creativity and physical activity**

Strongly Agree      Agree      Neutral      Disagree      Strongly Disagree

Comments \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**7. My child's learning is visible at the service (eg artwork, photos, curriculum displayed on walls)**

Strongly Agree      Agree      Neutral      Disagree      Strongly Disagree

Comments \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**8. I feel welcome when I visit the service**



Strongly Agree      Agree      Neutral      Disagree      Strongly Disagree

Comments \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**9. Educators know my name**

Strongly Agree      Agree      Neutral      Disagree      Strongly Disagree

Comments \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**10. Educators encourage me to talk to them about my child, or to approach them with issues or concerns**

Strongly Agree      Agree      Neutral      Disagree      Strongly Disagree

Comments \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**11. There is information available about support services in the local or broader community (eg SIDS, health services, children's health professionals, inclusion and support agencies)**

Strongly Agree      Agree      Neutral      Disagree      Strongly Disagree

Comments \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**12. My overall perception of the service is of a well run service that is committed to high quality education and care**

Strongly Agree      Agree      Neutral      Disagree      Strongly Disagree

Comments \_\_\_\_\_  
 \_\_\_\_\_



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We welcome any comments you may have about our strengths or areas for improvement.

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Optional

Name: \_\_\_\_\_

Thank you for taking the time to complete this survey. It can be placed in the survey box next to the sign in/out sheet.

## Complaints form:

### Complaints Form

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Families are requested to make any suggestions or complaints in writing.

We will give high priority to dealing with complaints. We appreciate your views and involvement and welcome your input to ensuring our high standard of care is maintained.

Please refer to the Policies Handbook for our Parental Interaction and Involvement / Grievance Policy and Procedures.

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Best contact Phone number and time to call: \_\_\_\_\_

### Nature of Feedback and / or Complaint

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Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Follow Up: \_\_\_\_\_

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Initialled By: Parent: \_\_\_\_\_ Educator: \_\_\_\_\_ Nominated Supervisor: \_\_\_\_\_

\_\_\_\_\_

## Sources

National Quality Standard

Education and Care Services National Regulations

Administration, Handle with Care. (1987). *Sebastian, Patricia*. AE Press: Melbourne.

## Review

The policy will be reviewed annually. Review will be conducted by

- Management
- Employees
- Parents/Families
- Interested Parties



- Last reviewed: 25<sup>th</sup> March 2025    Date for next review: 25<sup>th</sup> March 2026