

Wattle Grove Long Day Care Centre

PLEASE NOTE COVID-19 WORK HEALTH AND SAFETY POLICY OVERRIDES RELEVANT IMPLEMENTATION MEASURES AND PROCEDURES IN THE SERVICE. SEE COVID-19 WORK HEALTH AND SAFETY POLICY FOR COVID-19 WHS MEASURES. SEE * NEXT TO INFORMATION THAT HAS BEEN AFFECTED BY THIS POLICY.

Parent/Guardian Communication Policy

Aim

Parent/Guardian and Service communication is an important aspect of Early Childhood, which enables Educators and other Staff to more closely meet the needs of children and families and provide consistency and continuity between the Service and home environments. This provides the Parent/Guardian, the opportunity to discuss their child's development and progress. At Wattle Grove Long Day Care Centre we provide a number of outlets in which this exchange of information can take place.

Legislative Requirements

Education and Care Services National Law Act 2010
Education and Care Services National Regulations 2019
National Quality Standards 2012
NSW Department of Education & Communities

Who is affected by this policy?

Educators
Child
Families
Staff
Management

Implementation

The following will occur:

- Face to face verbal interactions at arrival and departure times. * May be affected by COVID-19 POLICY
- Regular newsletters/updates/reminders via the service email, at least once a month, emailed etc.
- Communication between parents and educator on Early Works.
- Early Works will be updated with children's development and progress, information about excursions, incursions, Policy and Procedure updates and information about current infectious disease outbreaks and control measures.
- A notice board (entry door) where various messages and notices are displayed advertising current issues and upcoming events.
- Regular parent meetings are held upon request and need where parents can raise any issues or topics they feel relevant and contribute to decision making. More working parents that are short of time emailing is an everyday process of our service – parents will be asked if they would like to join and based on numbers a meeting will be held.
- A suggestion box is located in the **Wattle Grove Long Day Care Centre**. Parents are able to leave written messages, for the purpose of expressing concerns, positive feedback or evaluative input that they feel they need to let staff know about. These can be anonymous if so desired. * May be affected by COVID-19 POLICY
- Occasionally Educators will ask parents to complete short surveys in order to maintain up to date records and seek parent feedback on various topics.
- Short surveys are organised by rooms every quarter and management will prepare short surveys based on NQS every quarter. Parents will be emailed and notified on Facebook page that surveys are ready. They will be encouraged to share feedback, concerns and ideas.
- Policies will be regularly reviewed in a variety of ways and emailed to parents and staff for feedback.

EMERGENCIES AND COMMUNICATION:

- In the event of an emergency, the Nominated Supervisor and Responsible Person will maintain communication lines with parents through readily accessible operating phones or other similar means of communication to immediately communicate to and from parents.

INCIDENTS, INJURY, TRAUMA AND ILLNESS:

- The service will notify the parent/guardian of the child/ren who is involved in an incident, injury, trauma or illness as soon as practicable, but no later than 24 hours after the occurrence without disclosing personal information about any other child involved.

INFECTIOUS DISEASES:

- If there is an occurrence of an infectious disease at the service, the approved provider must ensure that reasonable steps are taken to prevent the spread of the infectious disease at the service. This includes a parent or an authorized emergency contact of the child is notified of the occurrence as soon as practicable.

COMMUNICATION ABOUT MEDICAL CONDITIONS:

- **Risk Minimisation Plan:** As stipulated in the Medication Policy, upon enrollment or when circumstances in health change, the service requires the parent or guardian of the child to provide a Medical Management Plan for the child. The service will then develop a Risk Minimisation Plan in consultation with the parents to ensure specific health care needs are assessed and the risk is minimized.
- **Communication plans:** If a child has a medical condition, a Communication Plan is required to be filled out by the parent and a Responsible Person in correspondence with the Nominated Supervisor. The Communication plan is used to establish how the service and parents will communication any changes or updates in regards to the child's medical condition.

NOTIFICATION OF CHANGES TO POLICIES OR PROCEDURES:

- The Nominated Supervisor ensures that parents and guardians of children enrolled at the service are notified at least 14 days before making any changes to a policy or procedure that will have a significant impact of the service's provision of education and care to any child enrolled at the service or the family's ability to utilize the service.

PARENT COMPLAINTS OR CONCERNS:

- Parents must convey their complaints or concerns in an appropriate manner which are non-threatening or intimidating for staff or management. The management can and will refuse entry or engagement with persons who do not obey by this rule. The Responsible person/manager will advise the parent if their communication is not acceptable. The responsible person will advise the parent to make an appointment with the director and ask the person to remove themselves from the premises. Escalating behaviour will warrant our Responsible person to contact the police. The management will be dealing with the situation, including of providing risk minimisation plan, consultations with the parents to resolve the matter or escalate this matter to the Department of Education or other Government agencies as required.

WHERE TO MAKE A COMPLAINT OR INFORM OF A CONCERN:

- Parents can make a formal complaint by sending an email to wglcd@optusnet.com.au or
- Contact the Director on 0412254700 or
- Contact Early Childhood Education and Care directorate on 1800619113 or email ececd@det.nsw.gov.au

The Approved Provider/Nominated Supervisor will ensure that this policy is maintained and implemented at all times.

Sources

Education and Care Services National Law Act 2010
Education and Care Services National Regulations 2011
Guide to National Quality Standards 2011
Australian Children's Education & Care Quality Authority
NSW Department of Education & Communities

Review

The policy will be reviewed every two years unless legislation changes, or a serious incident takes place in the service. Reviews will be conducted by management, employees, parents and any interested parties.

Reviewed: September 2017, March 2018, Jan 2019, June 2020

Date for next review: 2022