



# CHILDREN'S SERVICES

## Collaborative partnerships with Families and Communities

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### 1. Introduction

Coast Services Group Limited, Children's Services provide a caring and supportive environment where our aim is to ensure everyone feels welcomed and valued. Partnerships with families and communities are actively sought and open communication is constantly maintained.

### 2. Scope

This Policy applies to all Children's Services operated by Coast Services Group Limited (a wholly owned subsidiary of Coast Community Connections LTD) and our employees. This applies to Centre based day care services and Outside of School hours care services.

### 3. Policy

Coast Services Group Limited, Children's Services recognises the expertise of parents and families and will encourage them to be involved in issues concerning their children.

We will encourage parents and families to become active stakeholders and participate in discussions and planning how services are run. We will acknowledge and respect the wishes of parents and families on their level of involvement: no parent or family will be forced to take part in discussions. The development of strong relationships with the local community is also important as this enables us to provide information to parents and families on services available and by making referrals when necessary.

### 4. Implementation and Procedures

- 4.1 Educators shall ensure that parents are welcome visitors at the services at which their children are cared.
- 4.2 Educators shall greet and farewell parents on arrival and departure and communicate with the families in a positive and supportive manner
- 4.3 Educators shall talk to families about their child, what they did and what interested the child that day. Recorded observations of children's activities, learning and play will be displayed for families at the service.
- 4.4 Educators shall inform and update families on all relevant issues in the service through direct contact, notice boards, direct mail and newsletters.
- 4.5 Educators shall answer any questions families have about the service or the child's activities.
- 4.6 Educators shall accept and value individual, cultural & religious differences in child rearing practices of families.
- 4.7 If families wish to discuss more detailed information about their child, the Educator shall ask the parent/guardian to make an appointment and explain to the parent that they have a responsibility to maintain supervision during activity sessions.
- 4.8 Educators shall actively seek the involvement of families in services by:

- 4.8.1 Asking for their assistance and participation in programs, excursions, working bees and other special events such as Family Days, Children's Week or Children's Christmas Parties.
- 4.8.2 Inviting them to attend parent meetings or participate in advisory meetings or focus groups for Fundraising, or Policy Development.
- 4.8.3 Seeking feedback and input from families on programs, policies or other requirements.
- 4.8.4 Encouraging families to contribute to the diversity of experiences for the children attending the service through sharing cultural activities, craft, cooking, or musical experiences
- 4.8.5 Offering families information and discussion nights at least once per year (when practicable).

**Other related policies and procedures**

- Enrolment and Orientation Policy
- Educational program and practice Policy
- Information Management & Confidentiality
- Policy Development and Review Policy