



## SECTION 2 MANAGEMENT POLICIES

### 2.3 Family Communication (Family Contact) Policy

#### Introduction

Regular communication between parents and Educators is essential to maintaining high quality of care. Educators are able to meet the needs of each individual child if they have relevant information about important happenings at home, updates on the child's health and on matters of particular current interest to the child. Likewise, Educators are able to give parents information about the events of the day.

Parents are encouraged to discuss any issues or problems concerning their child with their child's Educator. Any information given to educators is treated in confidence. Interview times can be arranged if parents wish to discuss issues in private or if a matter requires lengthy discussion.

#### Aim:

1. To ensure positive relationships exist between parents and The Gums Childcare Centre
2. To ensure parents are provided with useful and relevant information about the Centre.
3. To encourage participation of all families and members of the community in the activities of the Centre and in the development of the Centre Program, Policies, etc.
4. To promote effective communication between management, educators, families, children, and all those that are associated with the Centre.

#### Process:

1. The formal methods of communication available for parents/guardians and educators include:
  - Parent Information Booklet
  - This week at 'The Gums' - Weekly email
  - Individual Child / Family Profile Sheets
  - Room Notice Boards
  - Centre Notice Boards located at front entrance and down hallways
  - Daily educator/ parent whiteboards
  - Parent/ educator interviews 6 months prior to starting school or as necessary
  - A morning tea and information session for families moving into the ELC
  - Learning Stories
  - Child's progress reports / Profile Folders (July and December)
  - Floor Books in each Room
  - The Centre's Facebook page

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- Individual Room Facebook page's
2. Interpretation can be arranged if required.
  3. Informal communication between educators and parents is considered to be equally important.
  4. Special events and excursions are held throughout the year, families are encouraged to support these events where possible.
  5. The Gums Child Care Centre Policies can be found on our website. <http://thegumscce.com.au/>
  6. Parents have access to 'Support Services' through the Centre. Information about these services is available on notice boards throughout the Centre and on our website.
  7. Parents are welcome to enter the Centre at any time to observe their child and view the Centre in operation.
  8. Weekly news will be emailed to families, providing staffing news, weekly menu, community information and upcoming centre events.
  9. Parents will be asked to complete at least one evaluation of the Centre annually. (Refer to Evaluation Policy)
  10. Parents will be encouraged to share information, comments, and feedback at any time they feel necessary. See also the Centre's *Grievance Policy*.

**Relates to Quality Area 6: Collaborative Partnerships with Families and Communities,** standards 6.1, 6.2, 6.3. National Regulations 157, 76, 173.

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