

**COMMUNICATION AND PARENT PERSONS INVOLVEMENT POLICY****(M)****Mandatory – Quality Area 5****POLICY**

Outlets Co-operative Neighbourhood House LTD is a not-for-profit and non-government organisation. Governed for Volunteer of 6 Directors. The Committee of Management employs a CEO (who sits as an Independent Director) to manage the Centre and to employ staff with qualifications to deliver services. The Centre abides by the Co-operative Model Rules and Act which is based on a non-trading Co-operative built on community involvement and participations.

By providing a number of options for parents, to participate in the centre will have a greater partnership and community building.

Parents have direct input to their child/ren early years learning and the child/ren growth.

Parents gain greater knowledge and skills in such a diverse setting, career change, further employment, study and the Centre builds in succeeding its service, with their involvement.

Communication is through – Technology, signage, posters, newsletters, verbal, programs

PURPOSE

To promote a friendly, comfortable, and cooperative relationship between parents, children and staff.

To build a strong communication between parents/guardian and the Staff – Approved Provider, Nominated Supervisor, Childcare Educators, Students, Volunteers, Committee of Management.

Parents at this centre have various opportunities to become involved in a way that suits them best.

These options include becoming a member of the Centre or Management Committee, taking part in fund-raising activities, assisting with childcare daily routine, assisting with centre maintenance or joining a course/class.

SCOPE

This policy applies to Persons attending Centre, Parents who have children enrolled at our centre, the Approved Provider, Nominated Supervisor, Day-to-day Supervisor, Students, Placements, Visitors and volunteers and Committee of Management.

Background and legislation

With the introduction of The Working with Children check it is compulsory for all paid and/or nonpaid staff obtain, **Refer to link below*, is read and understood.

Outlets Co-operative Neighbourhood House LTD is a not-for-profit non-government owned centre, that encourages community involvement whilst ensuring the safety of children that attend this centre, parents and all volunteers alike are supervised at all times.

Parent involvement is encouraged as it establishes an understanding of the child daily routine, friendships and interactions and an understanding of how Outlets Co-operative Neighbourhood House LTD operates.

- Children's Services Regulations (Vic) 32/2020
- Children's Services Act 1996
- Co-operative Model Rules 1996
- Co-operative Act 1997

*Working with Children Check unit, of Justice Department

www.justice.vic.gov.au/workingwithchildren/

Victoria Police – National Police Record Check: www.police.vic.gov.au/content.asp?

PROCEDURE

Outlets Co-operative Neighbourhood House has the following structures in place to ensure the effective communication between the parents/families and staff are in place

Communication is through:

Technology, social media, printed signage, posters, newsletters, programs and verbal.



Children - care

- Daily comments are to be recorded by staff on the white board in the Childcare room.
- This may be inclusive of the child's eating and sleeping habit, and for infants' nappy changes; variations in the person expected to collect the child; any other comments that parents or staff would like recorded
- If your child is being collected by a person other than yourself you are to inform Centre by Verbal, Email, sms. If someone NOT on your enrolment form is to collect you MUST give full details and Id of person to Centre.
- Management Plans are displayed in Children's room and verbally explained to members of staff – volunteers, students, parents on duty, placement (*refer to Policies and Organisational Chart)
- The children's program plan is to be displayed for parents
- Reflection book is prepared fortnightly and inclusive of objectives and outcomes of activities
- Daily verbal communication between staff and all parents. Direct personal contact is vital, as putting up a notice alone may not be sufficient.
- Centre newsletters, programs compiled by office staff with input from childcare staff, Management Committees, informing parents of centre happenings, changes in policy, forthcoming events, and providing resources to parents. This is distributed and displayed at minimum quarterly

Support

- Many parents/families are estranged or separated away from the support of their own families or may feel that times child behaviours or developments are of concern. Parents may at times, be in need, of the support and knowledge that a sensitive childcare worker can provide.
- Support is available through daily contacts, tip sheets and resource sheets (the centre can also assist with referral to other services or organize guest speakers for particular topics) if needed.

Participation

- Information for centre/house membership information we can organize for you to meet and discuss the options available with our Approved Provider/CEO.
- All courses and classes offered at Outlets are promoted in our term course program. For enrolment details see Office staff.
- As a not-for-profit organization we do rely on the assistance of volunteers when it comes to maintenance. There are many options that are available such as garden maintenance, cleaning, painting, repairs etc.

RESOURCES AND REFERENCES

- Parent Information Handbook
- Centre Information Handbook
- Participation of Volunteers and Students Policy
- Organisational Chart
- Administration of Medication
- Applying First Aid
- Dealing with Infectious Diseases Policy
- Dealing with Medical Conditions Policy
- Enrolment and Orientation Policy
- Staff Orientation – Employment Policy

AUTHORISATION

This policy was adopted by the Approved Provider of Outlets +Co-operative Neighbourhood House LTD on Oct 2020

REVIEW DATE: 23/05/2023