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| Policy: QA 1.3 | <b>Parent Involvement Policy</b> |
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**Policy Statement:**

“Research shows children are much more likely to reach their full potential in life when their family and education and care service work together. The benefits are evident when families and educators exchange information regularly and collaborate on consistent approaches to daily routines, child development and training” (ACECQA Quality Area 6 – Collaborative Partnerships with Families).

Pinnacle Preschool will work collaboratively with families by acknowledging the crucial role families play in the education and wellbeing of their children, by building trusting and respectful relationships that encourage the sharing of information and engage in shared decision-making when programming for children.

Pinnacle Preschool aim for a family’s first impression of our service to be one of friendliness, inclusion and a service that celebrates children and families. Educators, children and families will work side by side to encourage young children to embark on a life long journey of learning and growing.

**Record of policy development:**

| Version   | Date approved    | Date for review |
|-----------|------------------|-----------------|
| Version 1 | 1 September 2019 | September 2021  |

**Responsibilities and delegations:**

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|---------------------------|---|
| This policy applies to    | This policy applies to Pinnacle Preschool staff, volunteers, contractors and families.  |
| Specific responsibilities | This policy is developed by the Manager and reviewed by Pinnacle Preschool staff and Board of Directors. It is communicated and implemented by the Manager and staff. |
| Policy approval           | ODEEP Manager   |

**Policy context** – this policy relates to:

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| Legislation           | Children (Education and Care Services) National Law NSW 2010<br>Education and Care Services National Regulations 2011<br>Regulations 168, 75, 76, 86, 111, 157, 172, 185 |
| Standards             | <b>National Quality Standards:</b><br>Quality Area 6: Collaborative Partnerships with Families and Communities,<br>6.1, 6.1.1, 6.1.2, 6.2.1, 6.2.2, 6.2.3                |
| Organisation policies | Feedback and complaints policy<br>Enrolment and Orientation policy<br>Educational Program Policy<br>Inclusion and Equity Policy  |



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| Forms, record keeping, other documents | Volunteer – confidentiality agreement. |
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Pinnacle Preschool welcomes parents and families to participate in the preschool community in ways they feel comfortable doing. This may include:

- Contributing ideas, feedback or participating in the delivery of the educational program
- Volunteering time or assisting with tasks, social events, working bees or ideas for the continual improvement of the service.
- Periodically providing information on their child's current interest, family events or cultural practices for inclusion into the educational program
- Know how to provide feedback or make complaints relating to the care or education of their child.
- Work together to provide smooth transitions for children, including transitioning to preschool, to kindergarten or other environments
- Be offered various ways of communicating with the service in ways the family are comfortable with. This can be by phone, email, in person meetings, through the use of interpreters, provision of written material etc.
- Participating in the ODEEP / Pinnacle Preschool Board of Management for the continual improvement and growth of the preschool program and community

### Procedures:

#### **Pinnacle Preschool management / nominated supervisor:**

- Will maintain an 'open door' to families to visit, call or engage with the service when needed, unless where access to the service by a particular parent / carer may pose risk to other children, educators or staff or breach court orders relating to access of children
- Will ask families to identify their preferred way of communicating with the service
- Will ensure that a copy of the preschool program and all required information outlined in the regulations is available in the entry to the preschool and clearly identified.
- Will ensure that parents are notified of any incident, injury, trauma or illness that occurs for a child during preschool attendance
- Will ensure that appropriate administration spaces are provided that maintain the privacy and confidentiality of family's records.
- Will ensure that private spaces are available for families and educators to speak about children.
- Will ensure that families are given adequate notice of any fee increases or changes to policies, as outlined in the regulations of being at least 14 days.
- Will ensure that orientation process informs families on how to access the national regulations, Pinnacle Preschool's philosophy and policies / procedures, prior to enrolment commencing.
- Will inform families on how to register their interest in working with the ODEEP / Pinnacle Preschool Board of Management and support families to engage with the Board for continual improvement of the preschool.
- Will inform families on the processes of giving feedback or making a complaint, as per the Feedback and Complaints policy



**ODEEP Preschool staff:**

- Will assist families to provide feedback or make complaints in a respectful way
- Will communicate with families daily about their child's day by information relating to physical needs or any other relevant information eg. food and water or their child's participation in the educational program.
- Will encourage families who wish to speak about a confidential matter or a matter of sensitivity to request a meeting with the educator team to allow for a private space to be available and time to give the matter thought and further discussion
- Will encourage families to make comments on the program, to bring in photos, items of interest or things that are important to their child or family to share with the preschool.
- Will give feedback to families on their observation of their child's learning and interests, and seek regular updates from families of the same.
- Will communicate with families in a respectful, open and honest way that encourages a family's input and shows caring for each individual child's needs, learning and development.
- Will discuss with a family as soon as practicable on any concerns relating to their child's development and provide information on accessing support services in the community to address these concerns. Pinnacle Preschool acknowledges that this can be a difficult time for families and support, time and consideration will be given to the address the needs of the family as well as the child
- Will value parents / carers as their child's most important teacher and work together to on the best outcomes for individual children
- Will document children's learning in a formalised way and share this with families at least once per term.

**Pinnacle Preschool families:**

- Will provide information when requested by Pinnacle Preschool on their child's learning needs, development, health and wellbeing
- Will have the opportunity to contribute to the educational program, improvement of the service or visit / volunteer at the preschool in ways they feel comfortable with.
- Will be invited to attend special events, social events and community activities the preschool is engaged in.

**Policy Disclaimer:**

This policy will be reviewed to ensure compliance with legislation and industry changes. This will occur at any time that is required, or a minimum of every two years. In accordance with Regulation 172 of the Education and Care Services National Regulations 2011, parents / guardians of enrolled children will be notified at least 14 days prior to a change in any policy or procedure referred to in Regulation 168 that may have a significant impact on the provision of education, fees or the family's access to the service.

