

## ▲ PARENT AND FAMILY INVOLVEMENT

### ▲ NQS

**Element 6.1.1:** Families are supported from enrolment to be involved in the service and contribute to service decisions.

**Element 6.1.3:** Current information is available to families about the service and relevant community services and resources to support parenting and family wellbeing.

**Education and Care Services National Regulations:** 76; 80(1-3) (a); 86; 172

### ▲ PURPOSE

Our National Quality Standard recognises that meaningful engagement with families and or the community helps to *'shift thinking, shape ongoing practice and foster a culture of inclusiveness and sense of belonging for all'*. Therefore, the purpose of this policy is to provide suggestions and encouragement for families to be actively involved with their FROEBEL centre to, participate in ongoing discussions which foster reflective thinking and practice with the FROEBEL team.

### ▲ POLICY

FROEBEL values relationships and we aim to work in partnership with families to support children's learning and development whilst attending FROEBEL ("Partnership in Care"). Our "Open Door" policy encourages the participation of parents/guardians, extended families, and members of the community to enrich the programs and care provided for children. Effective involvement with parents/guardians can provide the following benefits:

- Children's self-esteem is improved when they see a positive and authentic relationship between their family and educators,
- Parents/guardians have an intimate knowledge of their child and when shared with educators helps to enrich the child's experiences while at the centre,
- Family involvement develops a collaborative and supportive approach to learning between the family and educators and provides greater consistency for the child,
- It supports educators to bridge the gap between the home and the centre, particularly regarding attitudes, values, and parental expectations.

## Employees and Families

- Are encouraged to always engage in an effective exchange of ideas, thoughts, opinions, and knowledge.
- Communication takes many forms including verbal, non-verbal, written, visual and listening.
- Communication may be face to face, via email, Story Park posts or over the phone.
- To ensure effective communication FROEBEL encourages all parties to be:
  - Clear: *highlighting specific piece of information with a specific message*
  - Coherent: *consistent and logical*
  - Confident: *stating thoughts beliefs and opinions assertively and respectfully*
  - Correct: *think about what to say before saying it, proofread written communication with care*
  - Respectful: *polite, nonjudgmental, respecting time, ideas, and opinions.*
  - Concise: *share information with as few as words as possible, stick to the point.*
  - Compassionate: *be mindful of how you may be feeling and responding or reacting, consider removing yourself or not responding right away. Be mindful of how others may be feeling and accept that each person's point of view may not be perfect or ideal.*
  - Understanding that at times information may not be what you want to hear but may be required regarding Laws and Regulations, Policy and Procedures.
- Respect shared contributions provided by all parties, whilst there may not always be an agreement aim to have a shared understanding based on the individual or group needs.
- Respect privacy and maintain confidentiality, noting at times there may be information that will need to be shared between FROEBEL and governing bodies if a perceived risk of harm is observed and mandatory reporting is required.

## ▲ PROCEDURES

### OPEN DOOR POLICY

FROEBEL actively encourages the participation of parents/guardians, extended families, and members of the community to enrich the programs and care provided to children. Families are encouraged to visit the centre during operating hours to experience first-hand the educational programs offered to children. These visits allow parents/guardians to gain a more thorough understanding of the child's/children's developmental progress. Persons with special talents, skills or experiences are invited to contribute to the educational program by sharing ideas and experiences with the children. Examples of these talents, skills or experiences may include:

- Discussing an occupation,
- Demonstrating an occupational skill,
- Playing a musical instrument,
- Sharing a hobby,
- Sharing cultural background information or significant events, or
- Bringing a book or song to share with the children.



**FRÖBEL**

Competence for Children

FROEBEL encourages families to contribute on Story Park to share experiences they partake in, or ask questions, to further support their child's learning and development whilst at FROEBEL. Sharing information on the child's individual portfolio page, or individual learning templates provides opportunities to support and extend on interests, learning and skill development. This bidirectional communication enables experiences to be extended upon at the centre. Additionally, families can see how to extend on learning and development opportunities through documentation shared by the educators when not attending FROEBEL.

FROEBEL may organise special events, social gatherings, or fun days to encourage family participation at the centre. Examples of these events may include:

- Morning or afternoon tea events
- Lanterns walk celebrations.
- End of Year celebrations

Families and guardians are encouraged to participate and support the educators where children are participating in excursions.

#### **PARENT COMMUNICATION, FEEDBACK, AND INPUT**

The centre encourages efficient communication between parents/guardians and educators. The following strategies can assist with effective communication:

- Daily two-way communication between parents/guardians and educators which is open and honest is a useful technique to share children's experiences, goals, and expectations,
- Parent information walls, storypark, formal parent meetings and informal discussions provide opportunities to share with family's centre news and other matters which may affect their child/children,
- Educators will provide families with information about their child's day and may include the following.
  - Experiences that the child participated in.
  - Daily menu
  - Toileting information for infants and toddlers,
  - Sleeping patterns and
  - General disposition.
- Please speak to your centre director to find out where you can access this information for your child.
- Educators may arrange a mutually convenient times to conduct parent/teacher consultations.
- Parents/guardians will be invited to attend information evenings throughout the year.

#### **▲ STORYPARK**

- [storypark for families](#)
- [storypark for families mobile app](#)

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**Approved Provider:**  
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- Parents/guardians are encouraged to evaluate the centres and provide feedback accordingly, e.g. through
  - Daily 1:1 communication with all educators and the Centre Director,
  - Our Feedback Email Service: [feedback@froebel.com.au](mailto:feedback@froebel.com.au)
  - Our Annual Parents Survey
- Constructive criticism is an effective tool to improve the service delivery provided by the centres to children and families.

### ▲ SOURCES AND FURTHER READING

- Parent Handbook
- Educational Program

### ▲ ASSOCIATED POLICIES

- Enrolment and Orientation
- Educational Program
- FROEBEL Philosophy
- Feedback and Grievance Management
- Workplace Bullying, Discrimination and Harassment

### ▲ POLICY REVIEW

- The Centre (together with educators) will review this policy every 12 months.
- The Approved Provider and Centre Director ensure that at all times all educators maintain and implement this policy and its procedures.
- Families are encouraged to collaborate with the Centre to review the policy and procedures.
  
- **Last review:** 11.09.2023
- **Next review:** 11.09.2024