

Working in Partnership with Families

1. Overview

1.1. Purpose

The provision of a safe and healthy environment for children and employees is fundamental to Junior Adventures Group's (JAG's) responsibility as an approved provider and employer. A collaborative partnership with children and families is paramount for all concerned to ensure that the Service meets the needs of all stakeholders.

1.2. Scope

All (JAG) People are required to comply with the provisions set out in this policy, their contract of employment and all other relevant policies, procedures and legislation. All parents and guardians are required to comply with the *Families Code of Conduct* and policies relating to working with the Service to get the best outcomes for children.

1.3. Legislative Requirements

Under the *Education and Care Services National Regulations*, JAG is required to have policies and procedures in place to ensure the health, safety and wellbeing of the children in care.

2. Policy Statement

JAG is committed to providing learning, development, health and safety practices that keep children and staff from harm. We work in partnership with families through cooperation, open communication and our codes of conduct to get the best outcomes for children, families and staff.

3. Principles

3.1. Duty of Care

We have a duty of care to ensure the safety and wellbeing of children attending the Service. This includes a quality management system that supports the identification and management of risk, good education and learning outcomes, response to individual needs of children we support and safekeeping of private information to assist in delivering the Service. We safeguard the children attending the program through our policies and procedures.

3.2. Families

JAG recognises that families are children's first and most influential teachers. We actively seek to develop and maintain respectful and collaborative relationships with families to optimise the learning and development experience within JAG services. Welcoming and involving families in the program will enhance the quality of the service provided.

Families are welcome to attend the Service or talk to Team Members during a prearranged or suitable time.

For new families, the first point of contact will be the Service Leader, who will meet with the parents/guardians and the child to discuss the Service and their child's needs and to answer any questions.

Team Members only discuss with Parents/Guardians issues of relevance to their role at the Service (for example, discussion regarding accounts, enrolments etc should be referred to the Service Leader/Customer Experience Team).

Team Members will actively engage parents in discussion about the children, the program, Service Policy and upcoming events. Parents/Guardians will be encouraged to participate in the Service through attendance at meetings and/or service events, along with various opportunities to contribute to the service's Quality Improvement Plan.

Team Members are encouraged to refrain from developing personal and overly familiar relationships with families. This is to ensure equity for all enrolled children and families.

3.3. Communication with Families

Strong communication is vital in the partnership between parents/guardians and the Service.

On enrolment at the Service, parents/guardians are provided with all necessary information, as outlined in our *Enrolment and Orientation Policy*.

Information is available to families about their child, which includes documentation of their child's learning, development and participation in the Service.

Families must have access to information about events and activities at the Service and feel secure in knowing their children are safe in the hands of an efficient and responsible team of children's services professionals. This security is earned through the effective communication of ideas, philosophies, feelings and knowledge about the daily life of individual children enrolled at the Service. Information for families will be communicated in varying ways, including but not limited to newsletters, meetings, notices and emails.

Effective, open communication fosters positive outcomes for children; established and ongoing feedback cycles are provided and contribute to a high-quality service.

Team Members will encourage parents to understand the administration requirements of the Service and assist them in accessing information such as reading notices and newsletters, regularly checking emails and attending functions

3.4. Responsibilities and Accountability

JAG People should acknowledge families upon arrival and departure, making them feel welcome. Team Members greet all visitors to the Service in a positive, welcoming and professional manner. Team Members will endeavour to learn and use first names when addressing Parents/Guardians and community members.

JAG People should Work collaboratively with families where children are transitioning in or out of the Service and where there may be changes to child or family life that affect the child's wellbeing. It is vital for the Service to be aware of arising circumstances.

Team members will work collaboratively with families to understand individual needs to support inclusiveness and a positive experience tailored to the child and their needs.

The Service Leader may refer families to information about appropriate community support and resource agencies that are accessible and available within the Service.

3.5. Working Together

Families should regularly check communications from the Service to ensure they have up-to-date information on activities and changes.

Parents/guardians can meet with the Service Leader by appointment to discuss any feedback about their child or the Service.

Information provided by families relating to their child's engagement in the Service will be documented and stored appropriately.

Parents may provide feedback and raise complaints following the *Feedback and Complaints Policy*, which details the procedures for giving formal and informal feedback. JAG people welcome feedback, complaints and suggestions regarding all elements of the program and commit to continuing communication in response to feedback from families.

3.6. Participation of Parents, Guardians and Community Members

The Service will develop and implement strategies and processes that identify:

- Parent/Guardian skills and interests suitable to share at the service;
- accessible community resources and the methods in which such resources can be utilised e.g. in house activities, resources for families etc.
- how such Parent/Guardian or community involvement will support the overall objectives of the Service and in particular program delivery;
- When such involvement may be utilised as part of the Service throughout the year.

JAG People will identify local and wider community resources and where mutually beneficial and supportive, establish relationships with local community members. Families are encouraged to suggest suitable and appropriate community venues that may be considered for excursions, incursions etc through the completion of surveys or via regular feedback channels.

3.7. Supervision

Team members ensure that supervision is maintained with children when Parents/Guardians, Community members and Visitors are on site. Any visiting Parents/Guardians, as well as Community members, attending the site for participation in the service or meetings with Service Leaders must sign the Visitor's Log.

3.8. Child Safety

We safeguard children through our procedures and practices, and understand the benefits of informing and involving families and communities within the services. Policies and practices reflect the relevant legislation, including the Child Safe Standards. JAG provides policies and procedures to equip JAG people with the knowledge, skills, and awareness to keep children safe. Service Practice are continuously reviewed and improved to ensure current legislation is in effect throughout the business. Parents/Guardians and community members who participate in the service will not be left alone with children at any time.

4. Key Terms

Term	Definition
JAG People	Any adult that governs, manages, conducts work for or provides activities to JAG in a paid or unpaid activity spanning all levels of the organisational structure
Service Leader	Anyone who oversees the Service in one of the following roles: 1. The Approved Provider; if the approved provider is an individual, in other cases, a person with management or control of the Service 2. The Nominated Supervisor of the Service 3. A certified supervisor who has been placed in day-to-day charge of the Service in the absence of the Nominated Supervisor.
Team Member	JAG People who work directly with children.

5. References

Education and Care Services National Law and Regulations
Children Education and Care Services National Law Act 2010
Educational and Care Services National Regulations
National Quality Standards for Early Childhood Education and Care and School Care
ACECQA – National Quality Framework
Other Relevant Legislation
Regulation 111 – Administrative space
Regulation 157 – Access for parents
Regulation 168 – Education and care service must have policies and procedures
Regulation 170 – Policies and procedures to be followed
Regulation 171 – Policies and procedures to be kept available
Regulation 172 – Notification of change to policies or procedures
Related Policies
Safeguarding Children and Young People
Service Delivery Governance and Management
Feedback and Complaints, Grievance Procedures
Related Procedures
07P005 Planning and Holding Meetings Procedures
06P001 Enrolment and Orientation Procedures
07P001 Feedback and Complaints Procedures
Other
Quality Area 6 & 7: Standards 6.1, 6.2, 7.1
Guide to National Laws and Regulations
OCG Guide to the Child Safe Standards

6. Appendices

6.1 Appendix 1 – Parent Code of Conduct



Families Code of Conduct

Families will follow Junior Adventures Group (JAG) policies and philosophy when accessing the Service.

Families will be supportive and respectful of all JAG People. Families will extend this support and respect to all children in care and their family members.

When communicating or providing feedback, families will role model appropriate and respectful behaviour. In the presence of children, this is particularly important as aggressive language and tone can be intimidating for children.

JAG People are available for Parents/Guardians to speak to briefly at all times when the service is open. Longer, more confidential appointments can be made with the Service Leaders. This ensures an opportunity for Parents/Guardians to express any concerns they may have regarding the operation of the service in a suitable and confidential manner. If Parents/Guardians wish to speak to someone other than the Service Leaders, they can follow our Feedback and Complaints Policy.

Families will approach team members, children and other families in a calm, measured and considered manner.

Families are not permitted to caution or discipline any child/ren in the care environment and are encouraged to manage their own child's behaviour in accordance with these guidelines.

Families will refrain from engaging in aggressive, abusive, threatening or violent behaviour and/or communication when interacting with any JAG people or children in our care.

Parents/Guardians who engage in unacceptable interactions with JAG People or other families/children may be suspended from the Service and be required to make alternative arrangements for their child's delivery and collection.

If a Parent/Guardian's behaviour is of a threatening nature and individuals feel that the health and safety of themselves or the children is being jeopardised, JAG People have the right to ask the person to leave. The police will be contacted if the person does not respond to the request to leave the premises.



**All JAG people are required to abide by the Early Childhood Code of Ethics and the Code of Professional Conduct Policy which supports positive relationships and open communication with parents and guardians.*

Version	3.0
Change History	JAG Policy Change Register
Date Approved	01/07/2023
Date Implemented	01/07/2023
Document Owner	Quality Service Development
Document Approvers	CEO / Approved Provider
Next Review	24 Months