A-13 Participation and Access

NQS

QA.6.1.1	Engagement with the service.
QA.6.1.2	Parent views are respected.
QA.6.1.3	Families are supported.
QA.6.2.1	Transitions.
QA.6.2.2	Access and participation.
QA.6.2.3	Community engagement.

National Regulations

Reg. 73	Educational program
Reg. 74	Documenting of child assessments or evaluations for delivery of educational program
Reg. 75	Information about educational program to be kept available
Reg. 76	Information about educational program to be given to parents
Reg. 86	Notification to parents of incident, injury, trauma and illness
Reg. 111	Administrative space
Reg. 157	Access for parents

My Time, Our Place

LO. 1	Children feel safe, secure, and supported
LO. 2	Children develop a sense of belonging to groups and communities and an understanding of the reciprocal rights and responsibilities necessary for active community participation
LO. 2	Children respond to diversity with respect
LO. 2	Children become aware of fairness
LO. 3	Children become strong in their social and emotional wellbeing

Policy Statement

We believe that participation by parents/guardians/approved persons in issues relating to their children is important. We aim to provide a caring and supportive environment where everyone feels welcomed and valued. The Centre actively encourages open communication with parents/guardians and welcomes any input or discussions relevant to the operation of the Centre. Participation and involvement of parents/guardians in activities run by the Centre is also encouraged.

Related Policies

- ENOSHCP Policy A-4: Enrolment
- ENOSHCP Policy A-8: Dropping Off and Picking Up
- ENOSHCP Policy C-12: Communication
- ENOSHCP Policy D-27: Custody
- ENOSHCP Policy E-2: Written Programs
- ENOSHCP Policy E-4: Cultural Relevance and Anti-Bias
- ENOSHCP Policy E-10: Community Involvement

Procedure

Educators will greet and farewell parents/guardians on arrival and departure and communicate with parents/guardians in a positive and supportive manner, making the parents/guardians feel welcome and valued. (See Policy A-8: Dropping off and Picking Up).

Educators will establish a pattern of exchanging information, communicating to parents/guardians about their child or what they did on that day that may be of interest to them. (See Policy C-12: Communication)

Educators will respect individual differences in the way parents/guardians bring up their children. (See Policy E-4: Cultural Relevance and Anti-Bias policy)

Parents/guardians will be informed of all relevant issues in the Centre through direct contact, notice boards, newsletters, parent / Guardian meetings, email or through the Centre website.

Parents/guardians are welcome in the Centre at any time their child is attending the service unless they pose a risk to Staff and/or children or have a court order preventing their contact with a child at the Centre. Educators will happily explain activities or answer any questions about the Centre to them.

Parents/guardians need to be aware however of the Educators requirement to supervise the children during the activity sessions. If parents/guardians wish to discuss or exchange detailed information about their child or the Centre with the Director or another educator, an appointed time suitable to both will be organised.

Parents/guardians are required to communicate politely with the Centre's Educators and the Centre Management Committee. On-going instances of inappropriate behaviour on the part of a parent / Guardian may result in the child's place at the Centre being terminated.

Parents/guardians are encouraged to become involved in the Centre's activities. (See Policy E-2: Written Programs)

We will actively seek this involvement by:

- Keeping them informed and updated on current issues in the Centre
- Asking for their assistance and participation in particular events such as assisting in the program or excursions, working bees and other special events.
- Informing them of our participation policy through the parent information booklet.
- Inform them of the Management Structure, meeting dates and how they can be involved.
- Invite parents/guardians to attend or to read a report of the AGM meeting displayed at the Centre and on the Centre Website.
- Inform them of relevant Management decisions.
- Encouraging feedback and input from parents/guardians in relation to the program, policies or other issues relating to the Centre.
- Encouraging parents/guardians to offer skills and knowledge in a variety of ways and to contribute to the diversity of experiences for the children attending the Centre.

Access by Non-custodial Parent / Guardian (See Policy D-27: Custody)

If a child is subject to an access order or agreement, the service must have a copy on record plus any subsequent alteration registered by the court.

Evidence of court orders or agreements will be considered part of the enrolment in order to minimise the likelihood of distressing situations occurring in the future. (See Policy A-4: Enrolment)

When a non-custodial parent / guardian attempts to collect a child from the Centre the Staff will:

Be polite, firm and clear and remember your primary duty is to the children in your care.

Clarify the legal position with the non-custodial parent / Guardian. For example, Staff may say: 'I'm sorry but I'm not legally able to allow the child to leave with you without the permission of the custodial parent."

Ask the person politely to leave.

If they refuse to leave, the Staff will initiate Lockdown procedures and call the Police (see Policy D-9: Emergency Procedures).

In all cases Staff should be immediately aware of any unfamiliar person on the premises and find out what they want as quickly as possible. Staff will be made aware of any custodial agreements which restrict certain persons from being permitted to collect children from the Centre.

Sources

- Education and Care Services National Regulations (2011)
- Education and Care Services National Law Act (2010)
- Commonwealth Privacy Act 1988
- Children and Young Persons (Care and Protection) Act (1998)
- Health Records and Information Privacy Act (2002)
- Office of the Children's guardian - Working with Children Check NSW
- Family Law Act 1975
- Jones, N., & Bastion, F. (2002). Creating a Community Vision for the Care and Education of Young Children. *Rattler, 63,* 27-30

Endorsed: 17/12/2018

Review date: 17/12/2020