



## Collaborative Partnerships Policy (CPFC 1)

### Policy Rationale

At Cooks Hill Preschool we believe in collaborative partnerships with families. We encourage family engagement and respectful communication. "Families are the primary influence in their children's lives; they often have strong beliefs and values regarding the education and care of their children. When families and services collaborate and build respectful relationships, children have the opportunity to develop a positive sense of self and experience respectful relationships." Guide to the National Quality Standard, ACECQA (2019), p.248

Family participation in the education and care service is an important part of making the service a true part of the community and creating an environment that is welcoming and inclusive and supports a sense of belonging for children, families and educators.

### Strategies, Practices and Procedures

- Cooks Hill Preschool welcomes and facilitates family participation and open communication in the service by encouraging families to engage with their children's education and care. The Preschool has an open door policy for families.
- Cooks Hill Preschool values the input of families, educators and the wider community to help create a service that meets the needs of the children who attend this Preschool.
- Cooks Hill Preschool encourages open communication through the enrolment and orientation process, policy review, feedback forms, the Management Committee, the daily program, documentation, formal and informal meetings, emails and conversations.

#### ***The Approved Provider & Nominated Supervisor will use best endeavours to;***

- Ensure that parents may enter the Preschool at any time unless such entry would pose a risk to the safety of children/educators or breach court orders regarding access to children.



- Ensure that educators provide information to families regarding the content and operation of the educational program, in relation to their child and that a copy of the educational program is available for inspection at the Preschool.
- Ensure that families have access to documents regarding the assessment of the child's developmental needs, interests, experiences and participation in the educational program and assessments of the child's progress against the outcomes of the educational program.
- Ensure that parents are notified immediately but no later than 24 hours of any incident, injury, trauma or illness that occurs for their child while at the education and care service.
- Ensure that time is made available to meet with families for private conversations.
- Ensure that parents are notified of changes to policies or fees and given adequate notice as per the Education and Care Services National Regulations .
- Ensure that a copy of the Education and Care Services National Regulations is available for parents to access.
- Ensure that the enrolment and orientation process provides families with information about the philosophy, policies and practices of the education and care services prior to children's first attendance at the service.
- Develop systems for families to provide feedback regarding the enrolment and orientation process and when reviewing policies and procedures to improve processes and practice.
- Ensure that parents may enter the education and care services at any time unless such entry would pose a risk to the safety of children/educators or breach court orders regarding access to children.
- Inform families about the processes for providing feedback and making complaints.

***Educators will use best endeavours to;***

- Inform families about the processes for providing feedback and making complaints.
- Be available for families at pick up and drop off times to pass on important messages and information about their child's participation in the education and care program.



- Encourage families to be involved in the Preschool and the program through feedback, visiting the service, bringing in items from the home environment and giving feedback on children's emerging interests and needs.
- Promote continuous open and honest two-way communication with families to assist them to feel connected with their children's experiences in the Preschool setting and to develop families' trust and confidence in the Preschool.
- Value parents as the first and most important educator in their child's life, seeking to share the parent's understandings, knowledge and preferences for their child and seeking to balance individual needs with practice in the Preschool.
- Recognise that because families, and parents in particular, are often busy with many competing priorities, they will need to consider a range of strategies to build and maintain relationships with each family.
- Make documentation available to families and prepare documentation in a way that is readily understandable to the parents of the child and to other educators.
- Ensure that parents are notified immediately but no later than 24 hours of any incident, injury, trauma or illness that occurs for their child while at the education and care service.

***Families will need to;***

- Provide accurate information on enrolment and medical information forms during the enrolment process and notify educators when any information changes.
- Consider contributing to the quality improvement process within the Preschool.
- Consider attending children's excursions to support their children's knowledge of and engagement in their community.
- Consider attending family events to be held periodically to help families network and develop friendships in the local community. Educators will be encouraged to attend these events.

**Monitoring, Evaluation and Review**

This policy will be monitored to ensure compliance with legislative requirements and unless deemed necessary through the identification of practice gaps, the service will review this Policy every three years.



Families and staff are essential stakeholders in the policy review process and will be given opportunity and encouragement to be actively involved.

In accordance with R. 172 of the Education and Care Services National Regulations , the service will ensure that families of children enrolled at the service are notified at least 14 days before making any change to a policy or procedure that may have significant impact on the provision of education and care to any child enrolled at the service; a family's ability to utilise the service; the fees charged or the way in which fees are collected.

#### Links to Legislation & National Quality Standards

- Children (Education and Care Services National Law Application) Act 2010: 170,171.
- Guide to the National Quality Standard ACECQA: 1.1, 1.3.3, 2.1.2, 2.2.2, 3.1, 6.1, 6.1.1, 6.1.2, 7.1
- Policy adapted from CELA 2018
- Education and Care Services National Regulations 2011: 75, 76,80, 86, 111, 157, 168, 172, 185

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