

Family Communication Policy

Introduction

Family participation is an important part of making the OSHC Service a true part of the community. We aim to create an environment that is welcoming, inclusive, and supportive of belonging for children, families, and educators. Partnerships are based on effective communication which builds the foundations of understanding about each other's expectations and attitudes, and builds on the strength of each other's knowledge.

Purpose

The purpose of this policy is to encourage family participation and open communication within the OSHC Service. Families are invited to attend information meetings, assist with projects, and engage with the service in keeping with our open-door policy. Communication is supported through the enrolment and orientation process, the review of the philosophy and policies, feedback forms, parent committees, the daily program, documentation, formal and informal meetings, emails, and conversations.

Scope

This policy applies to children, families, staff, management, and visitors of the OSHC Service.

Implementation

We recognise that families have the most significant role in their child's life and that strong relationships between families and educators are essential for achieving the best outcomes for children. Our service values respectful, two-way communication and works in partnership with families to support each child's wellbeing, development, and learning.

Management will ensure families are welcomed, respected, and kept informed about the service, including policy changes, incidents, and the educational program. Confidentiality and sensitivity will guide all communications, and information will be provided in clear and accessible ways.

Educators and the Nominated Supervisor will develop collaborative relationships with families through daily conversations, feedback opportunities, and invitations to participate in the curriculum and quality improvement processes. Families are encouraged to contribute their knowledge, share their culture and experiences, and take part in events, excursions, and reviews of policies and routines.

NATIONAL QUALITY STANDARD (NQS)

This policy supports Quality Area 6: Collaborative Partnerships. Families are respected and supported in their parenting role, and from enrolment they are encouraged to engage with the service, share their views, and contribute to decision-making about their child's learning and wellbeing. The service also builds strong links with the wider community to enhance children's inclusion, learning, and wellbeing.

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Child Safe Standards and Paramountcy Principle

The Service is committed to upholding the National Principles for Child Safe Organisations and embedding a strong child safe culture across all practices. In accordance with the Paramountcy Principle, the safety, wellbeing and best interests of the child are the primary and overriding consideration in all decisions, actions and practices undertaken by the Service, including communication and partnerships with families.

This means that all communication with families must support and promote the safety, wellbeing and rights of children above all other considerations. Educators, staff and management are required to exercise professional judgement and take all reasonable steps to ensure that information relating to a child's safety, health or wellbeing is shared appropriately, respectfully and in a timely manner, while maintaining confidentiality and sensitivity.

The Service will ensure that communication practices are open, respectful and collaborative, supporting strong partnerships with families to promote positive outcomes for children. Where concerns arise relating to a child's safety or wellbeing, these will be communicated promptly and managed in accordance with child protection and regulatory requirements.

All communication practices must prioritise the protection of children from harm, uphold their dignity and wellbeing, and ensure that every child is supported within a safe, respectful and inclusive environment.



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Education and Care Services National Regulation

This policy aligns with the Education and Care Services National Regulations, particularly those relating to family communication, enrolment and health records, incident notification, confidentiality, and the requirement for policies and procedures.

Related Policies

This policy should be read alongside the Anti-Bias and Inclusion Policy, Educational Program Policy, Grievance Policy (Families), Incident, Injury, Trauma and Illness Policy, Interactions with Children, Family and Staff Policy, Open Door Policy, Privacy and Confidentiality Policy, and Sick Children Policy.

Review

Date:	Changes:	Reviewed by:
02/062023	New policy (All updated)	Charmayne Nathan
07/08/2024	Reviewed, No changes	Charmayne Nathan
17/09/25	Policy was updated, information was condensed.	Charmayne Nathan
24/4/2026	Child Safe Standards & Paramountcy Principle was implemented in align with new laws and regulations	Charmayne Nathan