

	<p>ALPINE CHILDREN'S SERVICES INC</p>	<p>Approved: Feb 04 Last Reviewed: Oct 08 Review Date: Nov 09</p>
<p>POLICY NAME COMMUNICATION WITH PARENTS</p>		
<p>REGULATORY: Alpine Children's Services Committee of Management</p> <p>SOURCES & PROCEDURAL REFERENCES:</p> <ul style="list-style-type: none"> • Privacy Act 2002 • National Childcare Accreditation Council Handbook 2005 • ACS Children Orientation Policy 		
<p style="text-align: center;">POLICY</p>		
<p>POLICY STATEMENT: Alpine Children's Services are committed to ongoing communication between staff and parents to ensure the best possible outcomes for the children using the service.</p> <p>OBJECTIVES/PRINCIPLES:</p> <ol style="list-style-type: none"> 1. Parents know their children best and can assist staff in managing a smooth transition into care and ongoing comfort in the environment. 2. Parents need to be informed about their child's day in care so that they can make informed decisions about the child outside of care hours. 3. Staff can attain the best possible outcomes with children if they have insight into their usual routines, likes and dislikes, health and any other significant information. 4. Staff have professional knowledge and understanding about child development. Part of their duty of care is to share their knowledge of individual children with their parents/ guardians. 		
<p style="text-align: center;">PROCEDURE</p>		
<ol style="list-style-type: none"> 1. Prior to commencement of care: <ul style="list-style-type: none"> • parents complete an enrolment form that requires information the child's routines, likes and dislikes and any special needs, • staff ensure that parents receive a copy of the Parent Information Handbook outlining main policies/procedures and the importance of active play/physical activity and healthy eating. • At least one parent will have a formal orientation with a staff member, following the documented orientation procedure. • Families are provided with information on parents and staff discuss these needs and answer any other questions during the orientation process 		

2. On arrival:
 - staff greet each child on arrival
 - parents are provided with the opportunity to convey any information particular to the day.
3. During the course of the period of care:
 - staff record the child's eating, sleeping and nappy changes.
 - staff note on the board if there is an issue that needs to be discussed at pick-up time,
 - staff record observations of the child's development.
4. At pick up time:
 - parents refer to the whiteboard for routine information,
 - parents make verbal contact with staff to allow the staff member to provide verbal feedback on the day.
5. During the year, parents are provided with a range of information through newsletter, flyers, pamphlets and handouts. This information includes:
 - Immunisation clinics, dates and other information about immunisations
 - Tips for positive behaviour guidance
 - Safety issues relating to the service
 - Traffic Safety Education
 - Updates on policies/procedures
 - Child protection information
 - Healthy eating practices
 - Importance of being active
 - Methods for effective communication with children
 - Reminder of the Illness Policy
 - Encouraging families to walk, ride or scooter to the service
 - Safe storage of hazardous substances or poisons in the home
 - Hygiene and dental care from recognised Dental and Health authorities
 - Language learning
 - SunSmart details
 - Safe food handling and storage tips
 - Safe sleeping practices
 - Occupational Health and Safety issues relating to the parents use of the service
 - Encouraging families to have input into the menu.
6. At any time:
 - staff and/or parents request an appointment to meet about any issue concerning the child that requires more discussion or confidentiality,
 - parents may request a time to view and discuss their child's observation records,
 - parents can view and discuss the program planning record,
 - parents are encouraged to participate in the children's program/ activities,
 - parents can view policy and procedure documents,
 - parents can view policy updates/new policies on policy display board, and
 - weekly menus are displayed.

7. Management promotes communication with parents through:
 - responding quickly and effectively to parent questions and concerns,
 - regular parent newsletters and notices
 - involving parents and staff in the policy review process and regular policy updates,
 - feedback surveys and suggestion sheets,
 - parent information sessions followed by parent-staff discussion times twice a year,
 - social and fundraising events,
 - parent representatives on the Committee of Management and at the Annual General Meeting.