

4.7 Communication and Interactions Policy

Policy number: 4.7
Date last reviewed: December 2024
Reviewed by: Child Care Team

This policy relates to	
National Quality Standards Early Childhood Education & Care	4.2, 4.2.1, 5.1, 5.1.1, 6.1.1, 6.1.3, 6.2.3, 7.1.1

Purpose

Effective and active communication, consultation and collaboration between all parties in the service is an integral part of ensuring the service operates well to ensure quality outcomes for children, and ensuring that all parties are aware of their roles and responsibilities.

Policy

The service encourages open communication between parents, educators, coordination unit and management in an environment of mutual respect, understanding and professionalism with value placed on diversity and teamwork.

Information to parents is communicated through initial enrolment interview, follow-up calls, emails and various other mediums.

Parents and educators are encouraged to contact the service with feedback, suggestions and any issues of concern. Feedback and views from educators and families are sought on service issues (Refer Professional Discussions 4.3) through surveys, telephone contact, and email contact.

Respectful, open and extensive communication between educators and parents is central in providing effective care. The service and educators recognise and acknowledge the primary importance of families in children’s lives, support families in their parenting role, and respect their values and beliefs about childrearing. The service and educators will provide new families with information relevant to the National Standards and Frameworks that the service works within, and the basis of policies and procedures. Families are encouraged to ask questions and discuss what is important to them.

When a child first enters care, the educator and the family discuss how to help the child settle in and explore ways that their child will be included in the group. Educators actively involve families in decision making around the children’s routines and experiences in care. There is ongoing exchange of information between educators and families regarding the children’s experience in care. Educators seek feedback and ideas from families regarding planning for their child’s development and responding to their interests, ideas and questions.

Where communication is not effective and service participants have unresolved issues, complaints may be referred to the manager (Refer Policy 4.8).

Families are encouraged to share information regarding their child's health and wellbeing to allow educators to continue to meet their child's needs. Information is kept confidential except in child protection situations or to meet legislative requirements.

Reminders to update information are sent to families and educators throughout the year, as it is very important that all personal information is kept up to date.

Associated Beaucare Policies and Documents

[Appendix D Privacy and Communication](#)

[Appendix E Marketing, Electronic and Social Media](#)

[Appendix I Child Protection](#)

Relevant Legislation

National Law

National Regulations

National Quality Standard

Dimensions, Excellence in Many Ways [Anne Stonehouse 2004]

FDCQA Factsheet 8 (2006)

FDCQA Factsheet 10 (2006)

Conflict Resolution and Communication Tere Vaka Conference Workshop notes (2004)

Working in Partnership with Parents Helen Moorhouse Workshop handouts (2005)

Blue Sky Coaching: *10 Tips for Successful Conflict Resolution*

http://www.blueskycoaching.com.au/pdf/v6i12_conflict_resolution.pdf

Family Day Care Australia

www.fdca.com.au