



FAMILY CONTACT

We respect and encourage the rights of families to be involved in their children’s lives. We encourage open and trusting relationships and communication between the service and families as we believe it is of paramount importance for the child’s wellbeing and development.

Procedure:

- Parents/caregivers who are unavoidably detained and unable to collect their child at the collection time must telephone the service to advise of their lateness and expected time of arrival, or they should arrange for collection or emergency contact authorities to collect the child by the service’s closing time.
- Parents/caregivers must keep the service informed of the progress of the arrangement for the child to be collected.
- If the parent/caregiver has not contacted the service and the child has not been collected after the closing time, the service will attempt to telephone the parent/caregiver.
- If this is not possible the service will telephone any contact people listed on the child’s enrolment form to arrange for the child’s immediate collection.
- If no-one can be contacted and the child has not been collected 30 minutes after the service’s normal closing time or at the Director’s* discretion, the police will be contacted and asked to take responsibility for the child.
- In the case of a family persistently collecting their child after the service’s closing time, the service reserves the right to deny access to care.
- The Director will be notified immediately if the service is unable to contact any person listed on the enrolment form, or immediately prior to contacting the police.
- If a child is collected after the service’s closing time, parents/caregivers will be charged a late fee in line with the service’s fees policy.

NATIONAL QUALITY STANDARD

QUALITY AREA 6: COLLABORATIVE PARTNERSHIPS		
6.1	Supportive relationships with families	Respectful relationships with families are developed and maintained and families are supported in their parenting role.
6.1.1	Engagement with the service	Families are supported from enrolment to be involved in their service and contribute to service decisions.
6.1.2	Parent/caregiver views are respected	The expertise, culture, values and beliefs of families are respected, and families share in decision-making about their child’s learning and wellbeing.
6.1.3	Families are supported	Current information is available to families about the service and relevant community services and resources to support parenting and family wellbeing.



6.2	Collaborative partnerships	Collaborative partnerships enhance children’s inclusion, learning and wellbeing.
6.2.1	Transitions	Continuity of learning and transitions for each child are supported by sharing information and clarifying responsibilities.
6.2.2	Access and participation	Effective partnerships support children's access, inclusion and participation in the program.
6.2.3	Community and engagement	The service builds relationships and engages with its community.

EDUCATION AND CARE SERVICES NATIONAL REGULATIONS	
86	Notification to parents of incident, injury, trauma and illness
87	Incident, injury, trauma and illness record
111	Administrative space
157	Access for parents
160	Child enrolment records to be kept by approved provider and family day care educator
161	Authorisations to be kept in enrolment record
162	Health information to be kept in enrolment record
168	Education and care Service must have policies and procedures
172	Notification of change to policies or procedures
181	Confidentiality of records kept by approved provider

Policy reviewed	Previous modifications	Next review date
14/05/2021	NO CHANGES	2022