

Y Whittlesea

Family Participation and Communication Policy

1. Purpose

Y Whittlesea is committed to building **strong, respectful, and collaborative partnerships with families** to support children's wellbeing, learning, and development. We recognise that families come in **all shapes and sizes**, including parents, guardians, grandparents, kinship carers, and other significant people in a child's life. We value the unique contributions of each family and are committed to creating an inclusive environment where everyone feels welcome and respected.

We encourage families to be actively involved in our service by attending special days and events, sharing their skills and culture, and participating in decision-making about their child's care and learning. Families are welcome to meet with the Centre Director or Nominated Supervisor at any time by making an appointment to discuss their child's needs, share feedback, or raise any concerns.

2. Scope

This policy applies to all educators, staff, families, students, volunteers, and visitors within Y Whittlesea Early Years Services.

3. Policy Statement

We recognise that families are children's **first and most influential teachers**. Our services will actively engage families in:

- Sharing information about their child's needs, strengths, and interests
- Participating in program planning and decision-making
- Providing feedback to support continuous improvement
- Attending special days and family events to build strong relationships with the service community
- Meeting with the Centre Director or Nominated Supervisor as needed to discuss their child's learning, development, or wellbeing
- We will create an inclusive environment that respects and values the diverse backgrounds, cultures, languages, and family structures of all children in our care.

4. Key Principles

- **Communication with Families**
- Communication will be respectful, timely, and accessible, using multiple methods to meet family needs (e.g. daily conversations, Storypark, newsletters, phone calls, meetings). Families are encouraged to make an appointment with the Centre Director if they wish to discuss any aspect of their child's care or their experience with the service.
- **Family Participation**
- Families are encouraged to participate in their child's learning and the life of the service by attending special days, volunteering, contributing to programs, sharing skills and cultural knowledge, and attending family events.
- **Feedback and Continuous Improvement**
- Feedback from families will be actively sought, welcomed, and used to inform program planning, policy review, and service improvement.
- **Respect and Inclusion**
- We respect each family's culture, language, parenting practices, and beliefs, creating a welcoming environment where all families feel valued and included.

5. Responsibilities

Approved Provider/Nominated Supervisor

- Ensure communication strategies and participation opportunities are implemented
- Provide avenues for family feedback and address concerns promptly
- Promote inclusive practices across the service

Educators and Staff

- Build respectful relationships with families
- Share meaningful information about children's learning and wellbeing
- Invite and support families to participate in the program and service life

Families

- Engage with educators to share information about their child
- Participate in opportunities offered
- Provide feedback to support service improvement

6. Related Policies and Documents

- Enrolment and Orientation Policy and Procedure
- Access, Security, and Visitor Management Policy and Procedure
- Delivery and Collection of Children Policy and Procedure
- Complaints Policy and Procedure
- [National Quality Standard – Quality Area 6: Collaborative Partnerships with Families and Communities](#)
- [ACECQA Family Engagement Resources](#)

7. Legislative and Industry Requirements: [Link](#) to Legislative Compliance Register

- 8. Consequences of breaching this policy:** All elements of this policy must be adhered to, and any breach will be dealt with in accordance with the [YMCA Whittlesea Disciplinary and Termination Policy](#).
- 9. Policy owner:** The GM Early Years is responsible for keeping this policy current - including making amendments as required, and regular reviews as scheduled.
- 10. Document Control:** Review of this policy will be undertaken every two years, or prior as required by law, in consultation with appropriate Y People.

Version:	Description of Amendment	Amended by	Date	Release Date
3.0				
2.0				
1.0	Creation	Rebecca Davis	4/7/25	July 2025