

9.3 Communication with Families Policy

The service recognises and acknowledges the importance of effective communication with families and strives to encourage their participation and involvement to enhance the service provided. Families are welcome to attend the service or talk to educators during its operations. We encourage families to voice any concerns in a way that will assist us to provide a responsive and inclusive service.



Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
 - *Regulation amendments 01 September 2025*
- *Privacy Act 1988 and Regulations 2013*
- *National Quality Standard, Quality Area 6 – Collaborative partnerships with families and communities; 1.3 Educators and co-ordinators take a planned and reflective approach to implementing the program for each child*
- *Policies: 2.4 – Arrivals and Departures of Children, 2.6 – Behaviour Support and Management, 2.7 – Exclusion for Behavioural Reasons, 2.11 – Including Children with Special/Additional Needs, 2.13 – Use of Photographic and Video Images of Children, 2.14 – Bookings and Cancellations, 3.4 – Homework, 3.5 – Excursions, 3.8 – Extra-curricular Activities, 3.11 – Escorting Children, 4.2 – Infectious Diseases, 4.6 – Medication, 5.2 – Food and Nutrition, 4.8 – Sun Safety, 4.10 – Anaphylaxis Management, 4.15 – Asthma, 9.2 – Enrolment, 9.5 – Complaints Handling, 10.4 – Fees, 10.8 – Information Handling (Privacy and Confidentiality), 10.12 – Information Technology, 10.18 – Court Orders and the Release of Children in Care.*



Procedures

Issuing of Digital Advice

The service uses digital communication as a primary method for providing timely, accurate, and accessible information to families, educators, and stakeholders.

1. Methods of Delivery

Digital advice may be issued via:

- Email
- SMS/text messaging
- The Xplor Home app
- The service's website
- Electronic newsletters or notices

2. Types of Information Provided

Digital advice will be used to distribute:

- Policy and procedure updates
- Health, safety, and wellbeing notifications
- Legislative and compliance reminders
- Program, excursion, and event details
- Emergency alerts or urgent instructions

3. Responsibilities of Recipients

All digital advice issued by the service is considered an official communication from the Approved Provider and/or Nominated Supervisor.

Families and stakeholders are expected to:

- Ensure contact details are current and accessible to the service
- Read and action information in a timely manner
- Seek clarification from the service if information is unclear

4. Record Keeping

The service retains a copy of all digital advice issued in accordance with the Education and Care Services National Regulations and our record-keeping procedures. These records are available for regulatory review as required.

New parents/carers and their child can request to meet with the Coordinator/Responsible Person to discuss the service's operations and program and specific needs they may have, and to answer any questions.

On enrolment, a Family Handbook will be provided as part of the service enrolment package. The information provided in this handbook is based on key aspects of prescribed service policies and procedures to reference.

Parents/carers will have access to meet with the Coordinator/Responsible Person throughout daily sessions when appropriate to do so, and/or by pre-arranged appointment to discuss any issues or concerns with respect to their child and/or the service.

Information provided by families relating to their child's participation in the program will be documented and used to inform future programming decisions.

All persons entering the premises will be identified by the Coordinator and/Responsible Person, as being an authorised person with permission by the parent/carer.

The Coordinator/ Responsible Person, will treat all enquiries and concerns, and the persons making them, seriously and with respect, endeavouring wherever possible to answer questions and provide relevant information.

Any deficiencies in the service identified through this process, and which can be rectified, will be considered by modifying or enhancing these policies and procedures, or the program, as appropriate.

The Coordinator/Responsible Person may refer families to information relating to appropriate community support and resource agencies that are accessible and available at the service e.g. parent sign in, service newsletter, and the service's website.

Information for parents will also be communicated through:

- Messages posted on sign in/ out tablet, notice board and via email;
- Regular meetings between Coordinator/educators and parents/carers
- Regular newsletters
- Currumbin Kids Club Website
- Xplor Home App
- Alert notices written by the Coordinator, and approved by the Approved Provider, being given to parents/carers regarding matters of changed policy and where these need to be communicated before the next newsletter or monthly meeting.

DATE DEVELOPED	DATE RATIFIED	DATE REVIEWED	DATE RATIFIED
August 2018	August 2018	October 2021	October 2021
		August 2024	August 2024
		August 2025	August 2025