

9.4 Communication with Community Policy

The service recognises and acknowledges the importance of its local community and seeks to act as a responsible neighbour and community member, both in the interests of its community and of enhancing the experience of children as members of the community.



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*
- *Privacy Act 1988 and Regulations 2013*
- *National Quality Standard, Quality Area 6 – Collaborative partnerships with families and communities*
- *Policies: 8.14 – Employee Online Social Networking, 9.5 – Complaints Handling, 9.6 – Communication with Families, 9.7 – Community Engagement.*



Procedures

The coordinator is responsible for ensuring that the service holds current contacts and information on relevant community resources, and that educators are made aware of them through regular team meetings and the Employee Handbook.

The CKC website makes it clear that families have access to information on relevant community resources for their children, and the coordinator ensures that they are available and/or sought and made available on the request or identified need of parents/carers.

The coordinator of the service ensures that the local community are provided with information about the service, are invited to attend service events and to provide feedback on the operation of the service, and to explore any ways in which stronger community links can be built.

Community members can meet with the coordinator by appointment to discuss any issues or concerns with the service.

The coordinator will treat all enquiries and concerns, and the people making them, seriously and with respect and will endeavor wherever possible to answer questions and provide required information.

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

DATE DEVELOPED	DATE RATIFIED	DATE REVIEWED	DATE RATIFIED
August 2018	August 2018	July 2021	October 2021
		August 2024	August 2024
		April 2026	April 2026