

Participation and Access

Part II section A 9

Policy statement.

The Centre believes that participation by parents/guardians/approved persons in issues relating to their children is important. We aim to provide a caring and supportive environment where everyone feels welcome and valued. Involvement of parents in activities will be actively sought and open communication constantly maintained. Parents are encouraged to be involved in issues that relate to them and their children, through participation and discussion about all issues relevant to the running of the Centre.

Considerations.

National Standards Section 5.1 (Participation and access)
Family Law Act

Procedure.

- * Staff will greet and farewell parents on arrival and departure and communicate with parents in a positive and supportive manner, making the parents feel welcome and valued.
- * Staff will establish a pattern of exchange of information, communicating to parents about their child or what they did on that day that may be of interest to them.
- * Staff will accept individual differences in the way parents bring up their children.
- * Parents will be informed of all relevant issues in the Centre through direct contact, notice boards, or letters to home.
- * Parents are welcome in the Centre at all times and staff will happily explain activities or answer any questions about the Centre to them. Parents need to be aware however of the staff's requirement to supervise the children during the activity sessions. If parents wish to discuss or exchange detailed information about their child or the Centre with the Co-ordinator or another staff member, an appointed time suitable to both will be organised.
- * Parents are encouraged to become involved in the Centre's activities.

We will actively seek this involvement by:

- § Keeping them informed and updated on current issues in the Centre
- § Asking for their assistance and participation in particular events such as assisting in the program or excursions, working bees and other special events.
- § Informing them of the management structure and how they can be involved.
- § Inform them of our participation policy through the parent information booklet.
- § Invite them to attend the AGM meeting.
- § Inform them of relevant management decisions.
- § Encouraging feedback and input from parents in relation to the program, policies or other issue's relating to the Centre.
- § Encourage parents to offer skills and knowledge in a variety of ways and to contribute to the diversity of experiences for the children attending the Centre.

Access by Non-custodial Parent

- * If a child is subject to an access order or agreement, the Centre must have a copy on record plus any subsequent alteration registered by the court.
- * Evidence of court orders or agreements will be considered part of the enrolment in order to minimise the likelihood of distressing situations occurring in the future.

When a non-custodial parent attempts to collect a child from the Centre the staff will:

- § Be polite, firm and clear and remember your primary duty is to the children in your care.
- § Clarify the legal position with the non-custodial parent. For example staff may say, "I'm sorry but I'm not legally able to allow the child to leave with you without the permission of the custodial parent."
- § Ask the person politely to leave. If they refuse to leave, call the police.
- § In all cases staff should be immediately aware of any unfamiliar persons on the premises and find out what they want as quickly as possible.

Reviewed and updated by committee on 31st March 2010