



Collaborative Partnerships with Families & Communities

Policy

At Cubby House on Campus – Early Learning Centre (Cubby) children are central to everything we do. Families are our primary partners in our work. Cubby recognises that every child belongs within their family, their cultural group, neighbourhood and wider community. Cubby believes that a child's earliest development and learning takes place through their relationships, particularly with their family, who are a child's first and most influential educators. Cubby commits to respectful and collaborative relationships with families and communities, as we work together to create a positive environment for our children - both where they live and where they learn - to actively promote children's wellbeing, learning and development.

Background

Quality Area 6 under the National Quality Standard is to recognise that collaborative relationships with families are fundamental to achieving quality outcomes for children and that community partnerships that are based on active communication, consultation and collaboration are also essential.

PROCEDURE:

Cubby's Vision

The ultimate vision we have for our centre is to provide a safe, friendly, secure, and nurturing homely environment in both the present and the future. Our centre enhances the lives of each individual child and promotes the interests of families through the provision of quality, diverse childcare that celebrates the diversity of our children, our family, and our community. Our centre will foster a positive relationship with families and share the important role of caring for and educating their children. For the present, our centre aims for parents to feel good about their childcare choice, and that their child is safe, engaged, educated, and smiling. And for the future, we strive for the children in our care to look back at their experience with us and see it as a cherished part of their childhood.

Family rights and responsibilities

Cubby respects our children, staff, and families' rights to a safe and positive environment. Cubby educators are required to ensure practices in the centre respect families' rights and responsibilities. At Cubby our families have a responsibility to be always in control of their behaviour and conduct themselves in a lawful, safe, and

responsible manner that respects the rights of others. Families must use appropriate language and volume of speech. The following behaviour towards any person are unacceptable: all forms of bullying, harassment, abuse, discrimination, actions that put another person at risk of harm, or threats of any kind. Upon enrolling, families agree to the Family Rights and Responsibilities listed in the Enrolment Form. Should families fail to comply with these responsibilities Cubby may exclude them from the Centre.

Family involvement

Cubby is committed to genuine collaborative relationships between families and early childhood professionals where we can value each other's knowledge of our children, communicate freely and respectfully with each other, share insights, and engage in shared decision-making. We encourage families to be involved in the Centre, provide input into learning programs, spend time with our educators and contribute their skills and resources to the Centre to enhance children's wellbeing, learning and development.

Information for families

To support collaborative partnerships with families, Cubby will ensure current and readily understood information is available and effectively communicated about the service. This includes information on policies and procedures, programs and their child's participation, Centre participation in the National Quality Framework, and community services and resources to support parenting and family wellbeing.

Connecting with our communities

Cubby is committed to ensuring children's learning is integrated and interconnected with their learning at home and in the community. Cubby believes that children's learning and wellbeing are enhanced when the Centre, families, community organisations and individuals develop links, share information and work in collaboration. We encourage our families to develop relationships with each other that are supportive. We encourage our educators to understand and provide links to the services available in the community that will support our families.

Enrolment, orientation, and transition

Cubby actively communicates with families to provide effective orientation when they first join our Centre and when they transition to new rooms. During enrolment, orientation and transitions, information about children, their routines, and belongings, is exchanged by educators and families to support continuity of learning and care between the child's home, the centre and other services in the community, in a way that meets the individual requirements of each child and their family. We encourage families to spend time at the Centre to participate in orientation and information sessions, ask questions and exchange as much information with our educators as possible.

Children's comfort, safety, and wellbeing

Cubby promotes children's comfort, safety and protection while participating in the

program both indoors and outdoors, during rest and sleep, when storing and administering children's medication, and when storing and preparing children's food. We encourage families to work with us to meet each child's particular dietary, medical, sun protection and other safety needs.

Children's belongings

Cubby promotes a strong sense of identity in children by encouraging them to bring their own family's ways of being into the early childhood program. We recognise that children's own special belongings help them to feel secure, confident, and connected to familiar people and places. We encourage families to bring their children's familiar belongings to the Centre and will work with children and families to look after their belongings.

Family complaints

Families are actively encouraged to provide feedback to Cubby. Cubby will promptly address any concerns from families to resolve issues and maintain good relationships. Cubby provides a variety of avenues for families to raise concerns or compliments:

- In person, by speaking directly with the Centre Director
- By phoning the Centre on 02 6125 2000 and speaking with the Administrator or Director
- Via email on cubbyh@cubbyhouseoncampus.com.au
- By writing to the Director, Cubby House on Campus - Early Learning Centre, 16 Balmain Lane, Acton ACT 2601.

Feedback and concerns are valuable for improving the learning and care provided by Cubby to children and families.

All Cubby staff respect the privacy of families when addressing any concern.

Cubby ensures that any necessary notifications about complaints and incidents are made to the relevant regulatory authorities.

Use of photographic images and video recordings

To protect the privacy of all children, families and staff at Cubby, strict measures are in place regarding engagement and taking of photographic images or video recordings facilitated by the organisation. All photographs and video recordings will be undertaken in a manner that is respectful and maintains the integrity of the original image. Cubby will only use and store photographic images of children according to the permission granted by families in their completed enrolment documentation or permission specifically sought for media and marketing purposes.

<i>Policy Action</i>	<i>Process Development</i>
Sources/ Further Reading	<p>Education and Care Services National Regulations No's 74, 75, 76, 80, 86, 91, 172, 173, 177, 185</p> <p>2018 National Quality Standard. Standard 6, Elements 6, 6.1.1, 6.1.2, 6.1.3, 6.2, 6.2.1, 6.2.2, 6.2.3</p> <p>Australia Government Department of Education Employment and Workplace Relations (DEEWR) for the Council of Australian Government (2009).</p> <p>Belonging, Being and Becoming: The Early Years Learning Framework (EYLF) for Australia.</p>

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