

CEEC FC POL PARENT/CARER FEEDBACK POLICY

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Applicable to	CATHOLIC EARLY EDCARE
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Policy Sponsor	FAMILIES AND COMMUNITIES
Related policy documents	Archdiocese Of Brisbane Health And Safety Policy Centacare First Aid Procedure CEEC HS POL Incident And Investigation Policy CEEC HS PRO Incident And Investigation Procedure CEEC CH POL Medical Condition Policy
Related legislation	Education And Care National Law Act 2010 Education And Care Services National Regulations 2011 Guide To The National Quality Framework National Quality Standard

PURPOSE

Catholic Early EdCare (CEEC), a Directorate of Centacare under the Corporation of Trustees of the Roman Catholic Archdiocese of Brisbane is committed to the development of respectful and collaborative relationships with Parents/Carers by encouraging open communication and welcoming feedback from Parents/Carers on all areas of operation.

The policy does not cover nor provide a framework for staff/educator/worker to provide feedback to their employer Catholic Early EdCare.

SCOPE

This policy applies to staff as defined in the Education and Care Services National Law.

1. POLICY STATEMENT

- 1.1 Catholic Early EdCare believe feedback is valuable as it helps to shape Catholic Early EdCare Services to meet the needs of Parents/Carers.

- 1.2 Catholic Early EdCare believes Parents/Carers reserve right to raise issues or concerns about the operation of a Services or the staffing at a Catholic Early EdCare Service at any time. Parents/Carers are also encouraged to provide feedback in relation to Catholic Early EdCare policies and practices.
- 1.3 Catholic Early EdCare have developed this policy to comply with –

- Chapter 4 Part 4.7 Division 2 Regulation 172 Notification of change to policies or procedures (1) Subject to subregulation (3), the approved provider of an education and care service must ensure that parents of children enrolled at the service are notified at least 14 days before making any change to a policy or procedure referred to in regulation 168 or 169 that may have a significant impact on—
 - a) The service's provision of education and care to any child enrolled at the service; or
 - b) The family's ability to utilise the service.
- Part 4.6: Collaborative partnerships with families and communities from the Guide to the Education and Care Services National Law and the Education and Care Services National Regulations 2011
- Quality Area 6 - Collaborative partnerships with families and communities of the National Quality Framework which includes -
 - I. Standard 6.1 Respectful and supportive relationships with families are developed and maintained and families are supported in their parenting role.
 - II. Element 6.1.1 Families are supported from enrolment to be involved in the service and contribute to service decisions
 - III. Element 6.1.2 the expertise, culture, values and beliefs of families are respected and families share in decision-making about their child's learning and wellbeing.
 - IV. Element 6.1.3 Current information is available to families about the service and relevant community services and resources to support parenting and family wellbeing.
 - V. Standard 6.2 Collaborative partnerships enhance children's inclusion, learning and wellbeing.
 - VI. Element 6.2.1 Continuity of learning and transitions for each child are supported by sharing information and clarifying responsibilities.
 - VII. Element 6.2.2 Effective partnerships support children's access, inclusion and participation in the program.
 - VIII. Element 6.2.3 the service builds relationships and engages with its community.

2. GENERAL FEEDBACK

- 2.1 To promote feedback, Parents /Carers are to be -
- Provided with the relevant Catholic Early EdCare Service email address and phone details upon enrolment/orientation
 - Encouraged to converse with Educators at pick up and drop off times, and email or call throughout the day as required
- 2.2 To facilitate feedback from Parents/Carers, staff members are to consider all feedback received to ensure ongoing planning and quality improvement at a Catholic Early EdCare Service.
- Catholic Early EdCare Services are to encourage feedback and remain open to feedback on all areas of a Service operation at all times and respond appropriately.
- 2.3 Services shall be mindful of National Law - Section 3(3) and ensure the following principles apply when managing feedback from Parents/Carers -
- The Mission and Values of Centacare are valued and adhered to
 - The rights and best interests of the child are paramount
 - Children are successful, competent and capable learners
 - The principles of equity, inclusion and diversity underpin the National Law
 - That Australia's Aboriginal and Torres Strait Islander cultures are valued
 - The role of parents and families is respected and supported
 - Best practice is expected in the provision of education and care services
- 2.4 Services are required to provide Parents/Carers with opportunities to contribute to the evaluation of services. This may occur via –
- Service advisory groups (establish with the approval of the Area Manager)
 - Placement of a feedback box in the Service
 - Parent surveys (approval of the Area Manager required)
 - Email correspondence with Parents/Carers
 - Verbal communications between educators/the responsible person in charge with Parents/Carers
 - Services newsletters
 - Meetings
 - Other appropriate forums approved by the Area Manager
- 2.5 Parents/Carers are to be informed as to how their feedback has contributed to improvements in Service through information notice board displays, emails, and/or newsletters etc.

3. POLICY/PROCEDURE FEEDBACK

- 3.1 Services are to provide Parents/Carers with the opportunity to provide feedback on Catholic Early EdCare prescribed policies.
- 3.2 Services will communicate to Parents/Carers any change in a Catholic Early EdCare prescribed policy in accordance with Chapter 4 Part 4.7 Division 2 Regulation 172 and invite feedback.

- 3.3 Services will maintain a display of current and up to date Catholic Early EdCare prescribed policies in a common area of the Service for Parents/Carers to access
- 3.4 Should Parents/Carers wish to provide feedback on a policy, this can be provided verbally or via email/in writing.
- 3.5 Parents/Carers feedback relating to policies shall be forwarded to the Catholic Early EdCare Research and Policy Officer for review and if required, a response to the Parent/Carer will be initiated.

SUPPORTING DOCUMENTS

N/A

COMPLIANCE

Breaches of this policy will be dealt with under Centacare’s misconduct provisions, as stated in the Employment Guidelines Code of Conduct.

IMPLEMENTATION

Centacare will place this policy on the Archdiocesan Intranet (AI). Directors and managers are responsible for ensuring that the appropriate communication of policies and supporting documents to staff has occurred. All staff are responsible for understanding and complying with this policy. Contact the Policy Sponsor for further interpretation of this policy.

DEFINITIONS

Feedback	Opinions, comments or expressions of interest or concern, made directly or indirectly, explicitly or implicitly to, or about the organisation related to their products, services, staff or the handling of a complaint
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4. RECORD KEEPING

- 4.1 Catholic Early EdCare will maintain all records as required by AOB and Centacare policies and procedures relating to record keeping.
- 4.2 All Catholic Early EdCare Services are required to maintain all records in their Service folder on the L:\ drive.
- 4.3 All Catholic Early EdCare Services will adhere to Division 3 – Information and Record Keeping Requirements, Education and Care Services National Regulations; specifically Subdivision 4 – Confidentiality and Storage of Records (181, 182, 183, 184).
- 4.4 Catholic Early EdCare will ensure all privacy provisions are implemented in relation to record keeping in accordance with the Archdiocese of Brisbane (AOB) privacy statement and AOB

privacy policy available on the AI portal this extends to storing records in a secure and confidential manner.

- 4.5 Service records will be maintained (stored and preserved) in conditions suitable to the length of time they need to be kept and made available for use. This applies regardless of the format of the records or the media they are stored on.
- 4.6 Catholic Early EdCare will coordinate the removal, archiving and disposal of records as required.