Partnerships with families  
10th February to 14th February 2020

Dear Families,

As a part of the continuous improvement required by the National Quality Standard, this week we are:

* making sure our practice is meeting the needs of our families. Some of the ways we do this include:
  + providing current information in our family information area about parenting and local professional support
  + working with families and outside professionals to develop and implement support plans
  + giving families information about the National Law, the learning framework we implement (EYLF) and their child’s progress towards the learning outcomes
  + talking with families about upcoming events and changes to our processes, setups, staffing etc

If we can support your family in any way please, or improve our current practice, please let us know.

* reviewing our Incident, Injury, Trauma and Illness Policy. A summary follows.

**Incident, Injury, Trauma and Illness Policy**

* Patents must be notified about incidents involving their child as soon as possible on day of incident (no later than 24 hours after incident)
* Policy contains first aid procedure and guidelines on contents and storage of first aid kits
* The Nominated Supervisor will notify the Regulator within 24 hours:
* if a child has a serious injury or illness which needed or should have received urgent medical attention from a doctor or hospital
* if a child is missing, is mistakenly locked in or out of the service, is collected without authorisation or dies at the service
* if emergency services attended because of likely/severe risk to someone’s health, safety or wellbeing
* if someone complains that a serious incident has occurred/is occurring or the National Law or Regulations have been breached
* if any children are being cared for in an emergency
* of any incidents causing service to close/partly close
* The Nominated Supervisor will notify the Regulator within 7 days:
* of any circumstances that pose a risk to the health, safety and wellbeing of a child
* of any incident, complaint or allegation that physical or sexual abuse of a child has occurred/is occurring to a child at the service
* The Nominated Supervisor will notify the WHS Regulator about any ‘notifiable incident under Work Health and Safety legislation as soon as possible.
* Educators will complete an Incident, Injury, Trauma and Illness Record

There is a copy of the policy near the sign in/out sheet. Please take a moment to read it. We value any feedback you may have.

Nominated Supervisor