Partnership with families  
28th January to 31st January 2020

Dear Families,

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

* making sure our practices support and welcome all families to share in our decision-making processes. You are welcome for example to help review our Service philosophy and policies and procedures, to contribute to our Quality Improvement Plan which we must submit to the Government, and to participate in learning activities and experiences with your child. This could involve you sharing information about your job, hobby or culture, reading with children, or cooking your favourite food. Please speak with us if you’d like more information
* reviewing our Parental Interaction and Involvement in the Service Policy. A summary follows:

**Parental Interaction and Involvement in the Service Policy**

* We will communicate with families in a variety of ways
* We will provide relevant information to families in their home language if necessary
* We take complaints by families seriously. We may ask that complaints raised verbally be put in writing. We will use our Grievance Procedure to investigate and action complaints
* Families are encouraged to be involved in all aspects of our Service eg by sharing information about their family or culture, making suggestions about service operations, assisting with daily activities
* We have an ‘Open Door’ policy and welcome families at all times.

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