

Making Families Feel Welcome

Creating a Welcoming Environment

- **Making families feel welcome and comfortable will encourage them to be involved at and interested in the Service.**
- **Also, families will feel more connected to their child's experiences at the Service.**

How to Convey Positive Messages

- **ENTRANCEWAYS** should be clean, uncluttered, and attractive. **Include pot plants, paintings, and displays of children's work.**



Before



After

- **SIGN IN/OUT SHEETS** should be provided for family members. ^ ~
Mock 'Sign In/Out' sheet may be provided for children at their level.
- **INDIVIDUALLY LABELLED MAIL BOXES** should be provided to each family.



- **BULLETIN BOARDS** that display up-to-date information regarding upcoming meetings, excursions, events, parent/educator evenings or meetings etc.
- **SUGGESTION BOXES** with pens and paper should be made available in a prominent location.



- **IMPORTANT SOCIAL AND CULTURAL ICONS AND ARTEFACTS** should be displayed to reinforce the Centre's multicultural nature and appreciation/value of diversity.



- **PHOTOGRAPHS** of children playing or participating in activities should be displayed.
- **RESOURCES** should be made available to family members to read and utilise.



Introducing Your Program

- **Family members will be interested to know what their child is learning, creating and doing each day. Display the curriculum.**
- **Provide families with information about the Early Years Learning Framework and how it applies to their child.**

- **Take children and family members on a tour of the Service and their classroom. (Not just new children and not just at the beginning of the year)**
- **Open days are also useful to encourage parents to learn about the Service and feel more comfortable. Families also have the opportunity to meet educators and other children and their families.**

- **Letters to families about their child's learning topics, interests and progress keeps them interested.**



Building Trust

- **Building trust occurs over a period of time.**
- **To build trust, convey positive messages and be honest with family members and children.**
- **Families will have different expectations, whether they are positive, negative or neutral.**



Reaching Out to All Family Members

- **Each family is unique.**
- **Often, the parents/guardians of a child may not have much time to participate at the Service.**
- **Therefore, it is particularly important to reach out to a child's extended family where possible/appropriate.**



- **For example, grandparents often have more free time.**
- **Take the time to welcome, involve and value fathers, who may feel initial discomfort or hesitation at the Service. Children will benefit from their parents/guardians being interested and involved.**



- **Family members with special interests or expertise may be invited to conduct special activities or speak to a class.**



The End