Partnerships with families  
19th April to 23rd April 2021

Dear Families,

As a part of the continuous improvement required by the National Quality Standard this week we are reviewing weeks six to ten of our professional development activities this year. Several of these activities covered providing families with information about service operations and family wellbeing, and building connections with our local community. If we can help you with information or contact details for support or parent services please let us know. This is part of our role. We’d also love to hear your suggestions about where we can visit with the children, or who we could invite to the service.

This week we’re also reviewing our Emergency Service Contact Policy and our Lock Up Policy. Summaries follow:

**Emergency Service Contact Policy**

* ring 000 to request police, fire or ambulance in an emergency (translators are available)
* stay calm, stay on the line, provide address or location and be as specific as possible
* follow instructions provided
* display the emergency number near telephones
* teach children and visitors the emergency number is 000 and how to use it.

**Lock Up Policy**

At the end of each day the Nominated Supervisor or Person in Charge (Responsible Person) will:

* check all resting areas to ensure no children are present
* check indoors and outdoors to ensure no child is still on the premises
* check all children have been signed out
* turn off lights, A/C, shut blinds, turn on alarm and lock premises.

If a child has not been signed out, the Responsible Person will check with educators if child was collected, and if not, conduct an immediate search of the premises. If child not located, they will contact parents and if they do not have child, immediately contact the Police and advise a child is missing. They will then document a Serious Incident and notify the Regulatory Authority within 24 hours.

There are copies of the policies near the sign in/out sheet. Please take a moment to read them. We value any feedback you may have.

Nominated Supervisor