Partnerships with families  
22 to 26 April 2024

Dear Families,

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

* reviewing our responsibility to provide a welcoming environment to all families and encourage you all to participate in decisions made about your child’s learning and service operations, including those related to our governance and organisation. If you’d like more information, or you’re not sure how to become involved, please come and speak with me
* reviewing our Parental Interaction and Involvement in the ServicePolicy. A summary follows:

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

We:

* communicate with families in a variety of ways, and educators can assist families to access translation services and resources if needed
* take complaints seriously and will use our Grievance Procedure to investigate and action them
* encourage families to be involved in all aspects of our Service, including contributing to decisions about their child’s learning, and providing feedback on service operations like Policy, Procedure and Philosophy reviews
* help connect families with relevant parenting information and support
* 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