# 6.1.3 Families are supported

***Current*** *information is available to families about the service and relevant community services and resources to support* ***parenting*** *and* ***family******wellbeing****.*

*Educators provide families with current information about:*

* service operations
* community services and resources to support their parenting and family wellbeing.

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| To **MEET** QIP and Self-Assessment Tool (SAT) | To **EXCEED** the QIP and Self-Assessment Tool (SAT) |
| Please give an example of a time you discussed with a family a community contact with whom they could speak about a certain issue. | Please give an example of how you regularly provide families with comprehensive, current, and accessible information about relevant community services and resourcing to support parenting and family wellbeing. |
| Recently, I assisted a family from a refugee background by connecting them with a local migrant support group. The family was struggling with integration and needed assistance with language and employment. I provided them with contact details and information about the group, which offers language classes and job placement services specifically tailored for refugees. | We regularly update and distribute a digital newsletter that provides detailed, up-to-date information about community services such as parenting workshops, financial aid, and health resources. This newsletter is supplemented by a section in our foyer where families can access leaflets and contact cards, and I hold monthly meetings to discuss these resources face-to-face with parents who prefer direct communication. |
| Please give an example of a time recently where you helped a parent access resources to support parenting or family wellbeing. | Please discuss how current recognised guidance informs your approach to supporting relationships with families. |
| A parent approached me last month feeling overwhelmed by balancing work and child care. I introduced them to a comprehensive online parenting course and a local support group that meets weekly to discuss challenges and strategies for managing stress and promoting family wellbeing. This helped the parent feel supported and better equipped to manage their daily challenges. | Our approach to supporting family relationships is deeply influenced by current recognised guidance like the EYLF and MTOP, which emphasises learning through relational contexts. We incorporate advice from child protection agencies and health organisations like Red Nose and Nutrition Australia to ensure our practices support the holistic development of the children and their families within our community. |
| Please explain how you make sure families understand the information you give them about service operations or local support services. | Please give an example of how your understanding of the cultural and community context of your service has helped support families’ parenting and wellbeing needs. |
| To ensure families understand service operations and local support services, I use plain language and avoid acronyms during our discussions. I also utilise multiple communication channels such as newsletters and our Facebook group to share information. During face-to-face interactions, I encourage questions and use bilingual staff to assist non-English speaking families, ensuring clarity and understanding. | Understanding the diverse cultural backgrounds in our community, we facilitated access to government aid during the recent floods, providing tailored support to affected families. We also regularly connect families with cultural groups and medical professionals, ensuring they receive culturally sensitive support and understand available health services, enhancing their overall wellbeing. |
| Please discuss how you keep information and contact details for new and existing support services in the community up to date and how you communicate updates to all educators so they can provide current and relevant information to families. | Give an example of a past incident that influenced the way you support families and provide information about the service or community resources. |
| To keep community support service information current, I regularly update our database and share new contacts during staff meetings. I ensure that all updates are communicated to team leaders who then relay the information to the broader educator team. Additionally, I encourage educators to inform me about any new services they come across, maintaining an up-to-date resource for all. | After a family experienced difficulty understanding their child’s health policies due to language barriers, we revised our communication strategy. We now provide multilingual information and use visual aids to ensure clarity. This incident highlighted the need for accessible communication to support all families effectively, leading to better engagement and understanding of our services and community resources. |
| Please give an example where you or your team encouraged families to contribute to service decisions, for example, about policies and procedures, philosophy, indoor and outdoor spaces, professional development, and resources. | Please give an example of a community partnership the service has developed that supports and promotes parenting and family wellbeing. |
| During a recent renovation project, we sought input from families on the redesign of our centre's outdoor play area. We held a meeting where parents could suggest ideas and voice their preferences for equipment and safety features. This collaborative approach not only enhanced the functionality of the space but also ensured it met the specific needs and expectations of the families we serve. | We developed a partnership with a local children's hospital to support families with children who have special health needs. This collaboration includes regular workshops led by paediatricians and child health experts, providing parents with direct access to professional advice and support. This partnership not only enhances parents' understanding of health issues but also strengthens community ties and family wellbeing. |