

Early Learning

Family Communications Policy

1. Policy Statement/Purpose

All decisions made by educators and Uniting Victoria & Tasmania are guided by a commitment to children's safety, rights, and best interests being of paramount importance.

Uniting Early Learning is committed to:

- Empowering educators to build genuine, purposeful relationships with every family through open dialogue
- Ensuring parents are active participants in their child's journey by sharing frequent, high-quality insights into their learning
- Ensuring families can easily connect, share, and feel part of a supportive local network.

2. Scope

This policy applies to the following groups working in Uniting Early Learning:

- Approved provider and persons with management or control
- Nominated supervisor and persons in day-to-day charge.
- ECT, Educators, FDC educators and all other staff
- Parents/guardians
- Contractors, volunteers, and students.

3. Executive Summary

At Uniting, we believe strong relationships are the heart of a child's learning journey. We prioritize open, heartfelt, and meaningful communication that honours the unique story of every family. By staying connected through regular updates and flexible channels, we build a supportive community where every voice is heard, and every child belongs.

4. Reference/Sources

This policy should be read in conjunction with:

- Uniting Child Safety Policy
- Early Learning Child Safe Environment and Wellbeing Policy
- E-Safety Technology Policy
- Reconciliation Inclusion, Diversity and Equity Policy
- Early Learning Educational Program and Practice Policy
- Early Learning Incident, Injury and Trauma Policy
- Early Learning Enrolment and Orientation Policy
- Early Learning Compliments, Complaints and Grievance Policy
- Uniting Feedback, (Compliments, Suggestions and Complaints) Procedure
- *Education and Care Services National Law Act 2010*
- *Education and Care Services National Regulations 2011*

This policy is shared with the whole service community with opportunities to provide feedback/input.

Review This policy is to be reviewed by: July 2029.

Document Name: <i>Family Communications Policy</i>	Policy Area: <i>Consumer Service Delivery (Early Learning)</i>	
Document Number: <i>UP-EL-031</i>	Classification: <i>Internal/External</i>	
Version Number: <i>1.0</i>	Document Owner: <i>Executive Director, Early Learning</i>	
Publication date: <i>03/08/2026</i>	Endorsed by: <i>Executive Director, Early Learning</i>	
CMS embedded: <i>n/a</i>	<i>Printed copies of this document are considered uncontrolled.</i>	Page 1 of 3

5. Responsibilities relating to the Family Communications Policy

Responsibilities	Approved provider and persons with management or control	Nominated supervisor and persons in day-to-day charge	ECT, Educators, FDC educators and all other staff	Parents/guardians	Agency Staff, Contractors, volunteers, and students
R indicates legislation requirement, and should not be deleted					
Parents are aware of our open-door policy, unless such entry would pose a risk to the safety of children/educators or breach court orders regarding access to children <i>R157</i>	R	✓	✓	✓	✓
Educators are supported in building collaborative relationships with families	✓	✓	✓		
Educators inform families in relevant child safety and wellbeing matters directly relating to their child		✓	✓		
Communication practices consider the needs of families from culturally and linguistically diverse communities and arranging access to an interpreter if necessary		✓	✓	✓	
Educators provide information to parents regarding the content and operation of the educational program in relation to their child, and that a copy of the educational program is available for viewing at the education and care service <i>R75 & R76</i>	R	✓	✓	✓	✓
Parents have access to their child's developmental records outlining developmental progress against the framework, as well as their strengths, developmental needs, and interests <i>R76</i>	R	✓	✓	✓	✓
Parents are notified of any incident, injury, trauma, or illness that affects their child whilst at the Service <i>R86</i>	R	✓	✓	✓	✓
Parents are notified of changes to Service policies <i>R172</i>	R	✓	✓	✓	
The current Education and Care Services National Regulations are available for parents to access <i>R185</i>	R	✓	✓	✓	
The enrolment and orientation process provides parents with information about the philosophy, policies, and practices of the Service	✓	✓	✓		
Parents are encouraged to form/be a part of a parent advisory group		✓	✓		
Inform families about the processes for providing feedback and making complaints	✓	✓	✓		
Be available for families on arrival and pick up to communicate about their child's day		✓	✓		
Document Name: <i>Family Communications Policy</i>	Policy Area: <i>Consumer Service Delivery (Early Learning)</i>				
Document Number: <i>UP-EL-031</i>	Classification: <i>Internal/External</i>				
Version Number: <i>1.0</i>	Document Owner: <i>Executive Director, Early Learning</i>				
Publication date: <i>03/08/2026</i>	Endorsed by: <i>Executive Director, Early Learning</i>				
CMS embedded: <i>n/a</i>	Printed copies of this document are considered uncontrolled. Page 2 of 3				

Responsibilities	Approved provider and persons with management or control	Nominated supervisor and persons in day-to-day charge	ECT, Educators, FDC educators and all other staff	Parents/guardians	Agency Staff, Contractors, volunteers, and students	
	R indicates legislation requirement, and should not be deleted					
	Encourage families to be involved in the curriculum, providing feedback, visiting the Service, bringing in items from the home environment, and giving feedback on children’s emerging interests and developmental concerns		✓	✓		
	Encourage ongoing open and direct two-way communication with families to develop trust and a collaborative relationship		✓	✓		✓
	Encourage families to contribute to quality improvement plan and philosophy		✓	✓	✓	
	Provide families with a range of communication methods which may include emails, Xap/Harmony communication, verbal communication, newsletters, Daily Report, Family Involvement Wall, Notice Board, and notes sent home				✓	
Provide accurate information on enrolment and medical information forms during the enrolment process <i>R160, R161 & R162</i>	R			✓		
Notify educators when any information changes				✓		