



POLICY STATEMENT

TWOOSH believes that participation by Guardians is important. TWOOSH aims to provide a caring and supportive environment where everyone feels welcomed and valued, and where open communication is maintained. Guardians are an invaluable source of information and are crucial in providing insights regarding the children in care. Guardians are encouraged to be involved through participation and discussion about all issues regarding themselves, their children and the running of TWOOSH. Guardian participation on the Management Committee is required.

REFERENCES AND CONSIDERATIONS

- National Quality Framework 2012

Related TWOOSH documents

- TWOOSH Philosophy
- TWOOSH Parents/Caregivers and visitors code of conduct

PROCEDURES

For Educators

- ◆ Educators will establish rapport and trusting relationships by making all feel welcome and valued. Educators will also encourage positive communication with Guardians and frequently share information about the children in care.
- ◆ Educators will acknowledge the arrival and departure of Guardians and welcome them when appropriate.
- ◆ Educators will seek to communicate incidental information to Guardians about their child, and their activities that may be of interest to them.
- ◆ Educators will keep Guardians informed about:
 - Current issues at TWOOSH
 - Relevant Management decisions
 - Management Committee structure and roles
 - The Family Information Booklet, which will contain updated communication methods with Educators, the Participation and Access Policy, enrolment forms and procedures, and details of Kindergarten Orientation.
- ◆ Educators will actively seek family involvement by encouraging Guardians to:
 - Be involved with TWOOSH's activities
 - Offer skills, knowledge and contacts that could contribute to TWOOSH's operation
 - Attend committee meetings, AGM or read the reports
 - Provide feedback in relation to the program, policies or other TWOOSH issues
 - Respond to the family survey which is provided to families at least every 2 years, or more frequently as the Management Committee or Director sees fit.
- ◆ Educators will respect familial differences and parenting styles.

For Guardians

- ◆ Guardians need to ensure that all communication with Educators is respectful.
- ◆ Guardians need to ensure Educators are aware of the child's arrivals and departures as part of child protection requirements.
- ◆ Guardians are encouraged to question and/or discuss any areas of interest or concern about their children or TWOOSH with an Educator to support quality care for children.
- ◆ Guardians need to be aware that an Educator's main responsibility is to supervise all children during the sessions. Hence, if Guardians wish to discuss or exchange detailed information about their child or TWOOSH, a suitable time should be arranged with the Director or Educator.
- ◆ Guardians can access TWOOSH policies at any time on the TWOOSH website.
- ◆ Guardians should familiarise themselves and remain up to date with current information through the different forms of communication used by TWOOSH, including direct contact, emails, Xplor, Facebook, notice boards, TWOOSH newsletters and website.
- ◆ The TWOOSH Self-Assessment document Quality Improvement Plan is available to view in the OOSH room and TWOOSH encourages Guardian's feedback and suggestions for continued improvement.
- ◆ Guardians are required to comply with the Guardian and visitors code of conduct (available on the TWOOSH website). If Guardians are in breach of this code of conduct, they:
 - Will be required to read, sign and return the code of conduct; failure to do so may result in exclusion of the family from TWOOSH until this is complete.
 - May be excluded for a period as agreed by Management in consultation with the school.

Revisions

Date of next review: April 2025

Date	Reviewer	Approved by
07.08.17		TWOOSH Management Committee
06.08.18		TWOOSH Management Committee
03.06.19		TWOOSH Management Committee
22.06.20	IC, MK	TWOOSH Management Committee
28.07.21	PG	TWOOSH Management Committee
26.03.23	AR	TWOOSH Management Committee
13.05.24	JPV	TWOOSH Management Committee
5.11.25	RMB	TWOOSH Management Committee