



Playgroup Policy Family Rights and Responsibilities

Purpose of this requirement

To create safe and positive environments for families, children and Mapoon playgroup employees at Mapoon playgroup.

Applicability of this requirement

Mapoon Playgroup is committed to respectful and collaborative relationships with families and communities, as we work together to create a positive environment for children - both where they live and where they learn - to actively promote children's wellbeing, learning and development.

Family rights

Mapoon Playgroup educators are required to ensure practices in the centre respect families' rights. At Mapoon Playgroup our families have a right to:

1. Receive a quality early learning and care service that actively promotes their children's wellbeing, learning and development;
2. Have their privacy and confidentiality respected;
3. Know what personal information is being collected, why it is being collected and have access to their records;
4. A safe and supportive environment at their Centre;
5. Visit the centre at any time during operating hours (subject to the requirements of Regulation 157 of the Education and Care Services National Regulations);
6. Participate in decision making and planning regarding their child's learning and care, including any behaviour guidance, inclusion support, and medical management plans.
7. Participate in the development, delivery and evaluation of the learning experiences and programs at the centre.
8. Request their child is moved to a different room within the centre in consultation with the Centre Director, or refuse to participate in student training programs.
9. Provide their consent to participate in research.
10. Provide feedback, have any concerns addressed promptly and have issues resolved in a way that respects their privacy and complies with regulatory requirements and the Mapoon Playgroup Family Complaint procedure.
11. Receive regular communications about the Centre's operations and their child's wellbeing, learning and development.
12. Be kept informed about:

- a. Mapoon Playgroup policies and procedures in accordance with section 168 of the Education and Care Services National Regulations (the Regulations);
- b. Mapoon Playgroup employees' obligation to act to protect any child who is at risk of harm through reporting to regulatory authorities;
- c. their child's educational program in accordance with regulation 73 - 76 of the Regulations;
- d. the centres' rating under the National Quality Standard Assessment and Rating;
- e. the centres' Quality Improvement Plan in accordance with regulation 31 of the Regulations.

13. Be supported to understand documents, processes, policies and procedures at the centre, including accessing interpreting services.

Family responsibilities

Mapoon Playgroup educators are required to ensure practices at the centre support families' responsibilities. At Mapoon Playgroup our families have a responsibility to:

1. Ensure a safe and positive environment in the centre by being in control of their behaviour at all times and conducting themselves in a lawful, safe and responsible manner that respects the rights of others. Families must use appropriate language and volume of speech. The following behaviour towards any person are unacceptable: all forms of bullying, harassment, abuse, discrimination, actions that put another person at risk of harm, or threats of any kind. All unlawful actions will be reported to the appropriate authorities;
2. Respect the confidentiality of sensitive information and photographs relating to the centre, other families, children, and staff, at all times including on social media;
3. Sign the attendance record each day your child is enrolled including days your child is absent;
4. Participate in emergency procedures as directed by Mapoon Playgroup employees;
5. Immediately notify the Centre Director of any changes to your child's:
 - a. personal details;
 - b. emergency contact information or authorised nominees (see Emergency Contacts);
 - c. enrolment (see Enrolment Form);
 - d. health, medication or dietary requirements (see Medical Management Plan).
6. Raise any concerns about the centre, learning and care services, staff or other families directly with the Centre Coordinator, Assistant or Council (in accordance with Family Complaint Procedure);
7. Share relevant information with educators to support the wellbeing, learning and development of your children;
8. Not smoke and not consume or bring alcohol, illegal drugs or other dangerous goods to centres at any time;
9. Respect the property of the centre and of children, families and staff;
10. Understand and comply with the Mapoon Playgroup policies, procedures and requirements.

Should family members fail to comply with these responsibilities Mapoon Playgroup may exclude individual adults from the centre. In this instance the child's participation will not be affected and families will be required to make arrangements for the safe delivery and collection of the child to the centre by another person.

Using this Requirement with Families

These rights and responsibilities can be used by Playgroup Coordinators to set expectations with families about behaviour in the centre and for dealing with unsafe or irresponsible behaviour by a family member.

If Playgroup Coordinators need support in dealing with the behaviour of family members that fails to meet these responsibilities, contact a Council representative.

Responsibilities

This requirement is to be implemented by: Mapoon Playgroup Educators and Families.