

Policy: 4.4

Parent/Carer Engagement Policy

Policy Statement:

ODEEP is committed to effective communication between staff and parent/carers and encouraging the participation of parent/carers in the planning, management and evaluation of the service.

Goals of Policy:

The purpose of this document is to promote an environment where there is a strong emphasis on communication to support consistency and continuity between strategies used in the home, the community and the service environment. By encouraging family members to be involved in the service, we aim to provide a service that best meets the needs of our community.

Responsibilities and delegations

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| This policy applies to | Parents/carers of infants, pre-schoolers and school aged children, the children themselves and ODEEP staff, volunteers and contractors. |
| Specific responsibilities | This policy is developed by the CEO and reviewed by ODEEP staff and Board of Directors. It is communicated and implemented by the CEO and staff. |
| Policy approval | ODEEP CEO |

Policy context – this policy relates to:

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| Standards | NDIS Practice Standards and Quality Indicators 2018 |
| Legislation | NDIS Act 2013 |
| Organisation policies | Complaints and Feedback Policy Use of Social Media Policy Diversity and Cultural Inclusion |
| Forms, record keeping, other documents | Complaints and Feedback forms NDIS plans and review documentation Parent/Carer Surveys Roles and responsibilities of Board Members NDIS Code of Conduct ECIA Code of Conduct |

Procedure:

ODEEP aims to provide as many methods as possible for effective communication between employees and parent/carers. These include:

- Face to face.
- Telephone contact where a child has not attended the program without notice.

- Meeting to identify goals and priorities for the child.
- Informal meetings and the opportunity to plan formal meetings as required.
- A Service Report identifying goals, strategies, progress and future actions following each occasion of service with a child.
- A notice board displaying upcoming events and notices.
- A website with interactive components such as Feedback button and Contact Us email opportunity.
- Regular newsletters.
- Regular Facebook posts.
- SMS text appointment reminders.
- Short surveys to gain feedback regarding the service’s philosophy and service satisfaction.
- Parent/carer focus groups.

Where necessary ODEEP will use interpreter services to provide this information to parents/carers.

Consideration will be given to the parent/carers sensory, cognitive, cultural needs when communicating with them and can be provided in different formats where necessary.

Parent/carer involvement

- At least one parent/carer or other adult nominated by parent /carer of a child will be in attendance when services and supports are provided in the home or at ODEEP.
- The purpose of this parent/carer involvement is to provide opportunities for jointly developing and modelling of strategies by staff, effective communication and feedback and to enable parent/carer attachment with their child to be maintained.
- Parents/carers are encouraged to make suggestions and offer feedback on the ODEEP philosophy and any ODEEP policy, program or decision.
- Parents/carers are encouraged to share aspects of their culture with the ODEEP staff.
- Parents/carers are encouraged to nominate for the ODEEP Board of Management to contribute to the governance of the organisation.
- Parents/carers are encouraged to participate in focus groups, parent advisory groups or surveys when they are offered and ODEEP will use a variety of means to gather information and feedback from parents/carers who cannot physically attend.

Parent/Carer Feedback and Complaints

Any parent/carer wishing to provide feedback or make a complaint in relation to the services and supports or policies and procedures or practices at ODEEP should do so in accordance with the Complaints and Feedback Policy. Parents are provided with information regarding the complaints and feedback procedure, as well as other external complaints and feedback bodies (see complaints and feedback policy).

| Record of policy development | | |
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| Version | Date approved | Date for review |
| Version 1 | August 2020 | August 2021 |
| Version 2 | November 2021 | November 2022 |

