

# Quality Improvement Plan

## Service Name

Example Early Learning Centre

## Service Number

123-123-123-123

### Service Statement Of Philosophy

We aim to provide children and families with an atmosphere that is warm, welcoming, nurturing and enjoyable. We offer a safe and supportive environment where children are valued and encouraged to develop to their full potential.

Therefore we:

- Implement a child-centered program based upon the principles outlined in the National Early Years Learning Framework (EYLF) – ‘Belonging, Being & Becoming’

Strive to empower children, by using their thoughts and ideas to develop the program

- Promote each child’s confidence and positive self image through a range of provisions, experiences and opportunities that build upon their understandings, skills, values and sensitivities and promote success

- Implement an inclusive approach to positively support children’s growth of identity, self-esteem and critical thinking

- Encourage each child to reach their full potential in accordance with their individual ability

- Are committed to the full participation of children with additional needs

- Trust, respect and collaboration form the basis for strong partnerships between families and staff

## Standard

### QA6 - Collaborative Partnerships With Families and Communities

## Element

6.1.1 - Families are supported from enrolment to be involved in the service and contribute to service decisions.

## Strengths

- families invited and encouraged to visit and become familiar with the service before their child starts
- families encouraged to talk with service staff about the values and expectations they hold in relation to their child's time at the service before, during and after the enrolment process
- families are encouraged to share information about other child-related services accessed by the family
- families are encouraged to contact the service, and in particular their child's educator/s during the day
- educators assist families to develop and maintain a routine for saying goodbye to their child
- each child being offered comfort and reassurance in a way that is suited to the child during separation from their family
- educators sharing honest information with families about how their child is settling into the service

## Areas For Improvement

- Family input into our service policies.
- Providing Resources in a variety of languages

## Goal

To encourage families to be involved in the review of service policies.

## Priority

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## Time Frame

2 months

## Person Responsible

Nominated Supervisor  
Educators in all Rooms

## Strategies

Identify families' areas of interest and/or expertise by considering:

- enrolment forms
- comments families make to educators during day to day conversations
- complaint records
- Minutes of parent meetings.

2. Target requests for input into policy reviews to family members with known interest or expertise in the policy area

3. Approach family members in person to ask for their input.

## Progress Notes

Educators have been talking with family members about their areas of interest or expertise.

Some families don't have the time to read the service policy so they cannot give their feedback.

## Review and Evaluation

Not all families are interested in reviewing policies or giving feedback to Educators.

We need to send a note or e-mail to families asking specifically for those parents who would like to participate in reviewing and providing feedback to our policies. Only approach those families who are interested.

Ask parents the best form of communication such as e-mail, communication book, phone call etc.

## Parents Comments

- Sometimes I don't have time to give my feedback when I'm picking up my child. I prefer the information to be emailed to me - Sue Jones

I'm not interested in giving feedback. I just want my child to learn and be safe. I don't have time - Philip Smith