

Factsheet for Families

Communicating with your Child Care Service



Families should feel that they can work in partnership with child care professionals to promote the best outcomes for their children. At times families may have some concerns, or may experience dissatisfaction with aspects of a service's policies or practices. Alternatively they may want to ask the service to adopt specific, individualised practices or strategies in the care of their child. The following information may assist families to communicate effectively with their child care service.

Requesting specific child care practices or strategies

When considering families' specific requests regarding care practices, child care professionals must:

- balance meeting individual family needs with providing quality care for all children
- take into account recommended practices as well as regulatory requirements
- consider how a particular practice will affect the wellbeing of the whole group of children, as well as the individual child.

Reaching an agreed solution

The following tips may assist families to work collaboratively with child care professionals to reach agreement regarding the child care practices implemented for their child:

- clearly explain the practice or strategy you want used and the reasons for this. This may assist child care professionals to come up with alternative strategies.
- if your request cannot be met, ask the for a clear explanation for this, and ask to view any relevant written policies or procedures relating to this decision be prepared to consider the point of view or situation of others, including the care of other children in the service
- where possible offer alternative strategies that the service may be able to consider
- avoid becoming emotional or feeling that you are being victimised

Raising a concern

The following tips may assist families to raise a concern with their child care service:

- follow the steps outlined in the service's complaints or grievance procedure
- arrange mutually acceptable time to meet with the relevant person or persons to discuss your concerns
- if it is not possible for you to meet in person, try to arrange a time to discuss the issues over the telephone.
- clearly explain your concerns in a calm manner and avoid making accusatory or inflammatory statements.
- explain how you would like to see the issues resolved, and offer possible solutions
- be prepared to negotiate how your concern will be resolved.

Would you like information about our service's grievance procedures?

For information and a copy of our grievance handling procedures, please speak to:

If you cannot talk to us in person, please telephone us on:

