



## Factsheet for Families

### Dealing with change in your child care service

Change happens in all child care services. Some services may experience frequent change, while others may experience a wave of change following a period of stability. Some changes will occur as a result of administrative issues, such as a change in management or staffing, or adjustments to fee structures. Other changes will relate to the service's operations and practices, for example, changes to the daily routine and amendments to policies and procedures. Most changes that occur in child care services will affect children and families to some degree and, for families, coping with change in the service your child attends can be daunting.

It is important for families to recognise the importance of change as an instrument for child care services to engage in quality improvement. When services undertake an ongoing process of self-evaluation and planning for improvement, change must be a regular and positive feature of the service's culture.

For change to be constructive it needs to be planned and implemented carefully and, where appropriate, families should have opportunities to collaborate with the service in planning for change.

#### What changes can occur in child care services?

Change can affect many aspects of a service, including:

- management, staff and carers
- policies and procedures
- fees
- the physical environment
- room structures or grouping of children
- planning for children
- daily routines

#### What can families do?

- recognise the importance of change to quality child care
- seek clarification about the change where you feel information provided by the service is unclear
- ask the service to explain the reason for the change
- take opportunities to participate in planning for change
- be prepared to try the change before offering negative feedback; change can often turn out to be much easier and constructive than anticipated
- where appropriate, explain the change to your child and help them to cope with it

#### What can child care services do?

Effective and honest communication with families and other stakeholders about change is essential. Services should:

- advise families about change as soon as possible
- clearly explain what the change will involve, who it will affect, and when it will occur
- provide clear information about the reason for the change
- where appropriate, invite families to participate in planning for change
- seek family feedback about the change, both before and after it has been implemented

#### Would you like information about changes happening in this service?

To discuss recent or upcoming changes in our service, please speak to:

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

