

## QA 6.1 – Supportive Relationships with Families

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### 1. Policy Statement

- 1.1. Happy Haven OSHC (HHO) recognises that the safety and wellbeing of children is paramount and that respectful, supportive and responsive relationships with families contribute to positive outcomes for children.
- 1.2. HHO recognises families as children's first and most influential educators and values the knowledge, perspectives and contributions families bring to the education and care environment.
- 1.3. HHO will promote supportive relationships with families by:
  - 1.3.1. establishing and maintaining respectful, reciprocal and collaborative relationships;
  - 1.3.2. communicating openly, honestly and responsively with families;
  - 1.3.3. recognising and respecting the expertise, diversity, culture, values, beliefs and circumstances of families;
  - 1.3.4. providing opportunities for families to contribute to decisions affecting their child's education, wellbeing and participation;
  - 1.3.5. supporting family engagement in service activities, planning and continuous improvement processes;
  - 1.3.6. providing current information about the OSHC service and other relevant community services to support parents in their role;
  - 1.3.7. maintaining confidentiality, privacy and professional standards in all interactions with families;
  - 1.3.8. fostering an inclusive environment where families feel welcomed, respected and valued.
- 1.4. HHO is committed to building trusting relationships with families that support children's learning, development, wellbeing and sense of belonging.

### 2. This policy will be:

- 2.1. implemented in accordance with the approved learning frameworks, including:
  - 2.1.1. My Time, Our Place; and
  - 2.1.2. where relevant, the Early Years Learning Framework (Belonging, Being and Becoming);
- 2.2. delivered in a manner that is consistent with HHO's Vision, Mission and Values; and
- 2.3. reviewed regularly, following any relevant incident, complaint, audit finding or regulatory change, and as part of HHO's commitment to continuous improvement.

### 3. Review and modification register

Date reviewed	Modifications	Reviewed by	Next review date	Approved by
04 June 2026	New 2026 policy structure	Frances Boatwright, Mathew Peterson	28 January 2026	Nicholas Smith

