

# Family rights and responsibilities

## Purpose of this requirement

To create safe and positive environments for families, children and Goodstart employees at Goodstart Early Learning centres.

## Applicability of this requirement

Goodstart is committed to respectful and collaborative relationships with families and communities, as we work together to create a positive environment for children - both where they live and where they learn - to actively promote children’s wellbeing, learning and development.

### Family rights

Goodstart educators are required to ensure practices in the centre respect families' rights. At Goodstart our families have a right to:

1. Receive a quality early learning and care service that actively promotes their children’s wellbeing, learning and development
2. Have their privacy and confidentiality respected
3. Know what personal information is being collected, why it is being collected and have access to their records
4. A safe and supportive environment at their Centre
5. Visit the centre at any time during operating hours (subject to the requirements of Regulation 157 of the Education and Care Services National Regulations)
6. Participate in decision making and planning regarding their child's learning and care, including any behaviour guidance, inclusion support, and medical management plans
7. Participate in the development, delivery and evaluation of the learning experiences and programs at the centre
8. Request their child is moved to a different room within the centre in consultation with the Centre Director, or refuse to participate in student training programs
9. Provide their consent to participate in research
10. Provide feedback, have any concerns addressed promptly and have issues resolved in a way that respects their privacy and complies with regulatory requirements and the Goodstart Family Complaint procedure
11. Receive regular communications about the Centre's operations and their child's wellbeing, learning and development
12. Be kept informed about:
  - a. Goodstart policies and procedures in accordance with section 168 of the Education and Care Services National Regulations (the Regulations)
  - b. Goodstart employees' obligation to act to protect any child who is at risk of harm through reporting to regulatory authorities
  - c. their child’s educational program in accordance with regulation 73 - 76 of the Regulations
  - d. the centres' rating under the National Quality Standard Assessment and Rating
  - e. the centres' Quality Improvement Plan in accordance with regulation 31 of the Regulations
13. Be supported to understand documents, processes, policies, and procedures at the centre, including accessing interpreting services

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## Family responsibilities

Goodstart educators are required to ensure practices at the centre support families' responsibilities. At Goodstart our families have a responsibility to:

1. Ensure a safe and positive environment in the centre by being in control of their behaviour at all times, and conducting themselves in a lawful, safe and responsible manner that respects the rights of others. Families must use appropriate language and volume of speech. The following behaviour towards any person are unacceptable: all forms of bullying, harassment, abuse, discrimination, actions that put another person at risk of harm, or threats of any kind. All unlawful actions will be reported to the appropriate authorities.
2. Respect the confidentiality of sensitive information and photographs relating to the centre, other families, children, and staff at all times, including on social media
3. Sign the attendance record each day your child is enrolled including days your child is absent
4. Ensure a suitably fit, authorised nominee collects your child from the centre within operating hours and inform the centre if alternative arrangements are made prior to collection
5. Participate in emergency procedures as directed by Goodstart employees
6. Immediately notify the Centre Director of any changes to your child's:
  - a. personal details
  - b. emergency contact information or authorised nominees (see Emergency Contacts)
  - c. enrolment (see Enrolment Form)
  - d. health, medication, or dietary requirements (see Medical Management Plan and Dietary Requirement Management Plan)
7. Raise any concerns about the centre, learning and care services, staff, or other families directly with the Centre Director, Area Manager, State Manager or Family Support Team (in accordance with Family Complaint Procedure)
8. Share relevant information with educators to support the wellbeing, learning and development of your children
9. Not smoke and not consume or bring alcohol, illegal drugs, or other dangerous goods to centres at any time
10. Respect the property of the centre and of children, families, and staff
11. Pay fees on time in accordance with the payment terms and conditions outlined in the Enrolment Form
12. Understand the Goodstart Family Handbook and Enrolment Form, and comply with Goodstart policies, procedures, and requirements.

Goodstart will work with families to resolve issues and remind family members that they have agreed to comply with these responsibilities by signing the Goodstart Enrolment Form. Goodstart can exclude individual adults from a centre. If an adult is excluded from a centre, the child's enrolment will not be affected and families would be required to make arrangements for the safe delivery and collection of the child to the centre by another person.

### Using this Requirement with Families

These rights and responsibilities can be used by Centre Directors to set expectations with families about behaviour in the centre and for dealing with unsafe or irresponsible behaviour by a family member.

If Centre Directors need support in dealing with the behaviour of family members that fails to meet these responsibilities contact your Area Manager or CIT for advice. See Family Exclusion Procedure.

## Related documents

*NQS6 Family Complaint Procedure; NQS6 Enrolment Form - Emergency Contact Details Appendix; NQS6 Enrolment Form Appendix; NQS6 Family Handbook Appendix; NQS2 Medical Management Plan Appendix; NQS6 Family Exclusion Procedure; NQS6 Dietary Requirement Management Plan Appendix.*

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## Related policies

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*NQS6 Collaborative Partnerships with Families and Communities Policy; NQS7 Leadership, Service Management and Effective Administration Policy; NQS5 Relationships with Children Policy; NQS1 Educational Program and Practice Policy; NQS2 Children's Health and Safety Policy; NQS3 Physical Environment Policy; BM1 Code of Conduct Policy*

## Responsibilities

This requirement is to be implemented by: Goodstart Educators and Families

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