

**PROVISION OF CARE -  
PARENTS' ACCESS TO CHILDREN & INFORMATION**

**POLICY**

It is necessary for families to have access to their children at any time. It is also important to build support networks for families by providing them with opportunities to interact with the Educator and to see the Educator interact with their children and other children at any time.

**PROCEDURE**

1. The Educator must ensure that a Parent/Guardian can:
  - have access to their child at any time during the hours his/her child is attending Family Day Care.
  - exchange information about their child with the Educator on an ongoing basis.
  
2. Parents must have access to the following information:
  - Written policies and procedures.
  - Procedures for dealing with parents' concerns and complaints.
  - CRN number of the Family Day Care Scheme.
  - Emergency evacuation procedures.
  - The telephone number, address and other relevant information of the appropriate office of the government department with responsibility for child care.
  - Procedures for arrival and departure of children.

Source: National Law, Regulations and Standards (ACECQA 2011)

Reviewed September 2005, October 2008, July 2009, July 2012