



OUR FAMILIES PROMISE

We welcome feedback to continually improve our service.



Our families promise...

We put families at the heart of everything we do. When we work with you and each other we will...

BE PROACTIVE

- Our services will lead the way for early childhood education and care
- We will share our expertise in child development, pedagogical practice and contemporary curriculum
- All services will be welcoming and well maintained

KEEP IT SIMPLE

- Our information for families and carers will be easy to access and understand
- Our service levels will be consistent across all centres
- Enrolling in our services will be uncomplicated and timely

BUILD RESPECTFUL RELATIONSHIPS

- Every child is unique and valued
- We build respectful, responsive, nurturing relationships
- Our services will showcase our families and their cultures
- Our services support inclusion, collaboration and contribution

LISTEN, REFLECT AND RESPOND

- We encourage a culture where it is safe to ask a question, give feedback, raise a complaint and expect a response
- Our feedback processes are easy to access and complete
- Our families are welcome to visit at any time