

C-12 Communication

Epping Heights OSHC.

STAFF / MANAGEMENT

STAFF / PARENT

STAFF / CHILD

STAFF / STAFF

NQS

QA. 4.1	Staffing arrangements.
QA. 4.2	Professionalism.
QA. 4.2.1	Professional collaboration.
QA. 4.2.2	Professional standards.
QA. 5.1	Relationships between educators and children.
QA. 5.1.1	Positive educator to child interactions.
QA. 5.1.2	Dignity and rights of the child.
QA. 5.2	Relationships between children.
QA. 5.2.1	Collaborative learning.
QA. 5.2.2	Self-regulation.
QA. 6.1	Supportive relationships with families.
QA. 6.1.1	Engagement with the services.
QA. 6.1.2	Parent views are respected.
QA. 6.1.3	Families are supported.
QA. 6.2	Collaborative partnerships.
QA. 6.2.1	Transitions.
QA. 6.2.2	Access and Participation.
QA. 7.1.2	Management systems.
QA. 7.2	Leadership.
QA. 7.2.1	Continuous improvement.

National Regulations

Reg. 155	Interactions with children
Reg. 156	Relationships in groups
Reg. 168	Education and care service must have policies and procedures
Reg. 173	Prescribed information to be displayed

My Time, Our Place

LO. 1	Children and young people feel safe, secure, and supported
	Children and young people learn to interact in relation to others with care, empathy and respect
LO. 2	Children and young people develop a sense of belonging to groups and communities and an understanding of the reciprocal rights and responsibilities necessary as active and informed citizens
	Children and young people respond to diversity with respect
	Children and young people become aware of fairness
LO. 3	Children and young people have a strong sense of wellbeing
	Children and young people become strong in their social, emotional and mental wellbeing
LO. 5	Children and young people are effective communicators
	Children and young people interact verbally and non-verbally with others for a range of purposes

POLICY STATEMENT

We aim to maintain positive and open communication between all parties involved in the Centre. Staff, parents and Management Committee members will be made aware of appropriate communication avenues and procedures.

RELATED POLICIES

- Epping Heights OSHC Policy A-3: Philosophy
- Epping Heights OSHC Policy A-14: Complaints
- Epping Heights OSHC Policy A-15: Role of the Management Committee
- Epping Heights OSHC Policy A-17: Privacy and Confidentiality
- Epping Heights OSHC Policy A-22: Code of Conduct
- Epping Heights OSHC Policy C-4: Staff Professionalism
- Epping Heights OSHC Policy C-7: Grievance Procedures
- Epping Heights OSHC Policy C-8: Disciplinary Action
- Epping Heights OSHC Policy C-9: Relief Staff
- Epping Heights OSHC Policy C-10: Volunteers/Students/Visitors
- Epping Heights OSHC Policy C-13: Interactions with Children
- Epping Heights OSHC Policy C-16: Reportable Conduct
- Epping Heights OSHC Policy D-23: Child Management / Behaviour Guidance
- Epping Heights OSHC Policy D-24: Exclusion for Unacceptable Behaviour
- Epping Heights OSHC Policy E-3: Gender Equity and Inclusion
- Epping Heights OSHC Policy E-4: Cultural Relevance / Anti-Bias

PROCEDURE

STAFF / MANAGEMENT

Staff and members of Management are to treat each other with respect, courtesy and understanding. (See Staff Professionalism policy)

Appropriate language is to be maintained at all times.

The Centre Coordinator is the main line of communication between the staff and the Management.

Staff can raise any issues with the Management through the Centre Coordinator. The Centre Coordinator will ensure that this is drawn to the Management's attention through the Management Committee meeting or via the regular contact between the Centre Coordinator and Management President/Staff Liaison Officer.

Where necessary, staff will be invited to Management meetings to discuss their concerns (see Role of Management Committee policy)

Where the matter is seen as urgent, the Centre Coordinator may raise the issue with the Management prior to the meeting and discuss if there is a need for immediate action to be taken at that time (see Grievance Procedure policy)

If staff have an issue, they do not wish to address with the Centre Coordinator they may personally write to or contact any member of the Management Committee identifying the issue and asking for the help or guidance of Management. For any verbal communication a file note may be made and a copy given to the President if considered appropriate (see Grievance Procedure policy)

To facilitate communication between staff and Management, the Management Committee will annually appoint one of its members as the Liaison. (See Roles of Management policy and Grievance Procedure policy)

The issue may be raised at the next Management meeting if appropriate. If this is so, the staff member involved will be invited to attend the meeting to personally discuss the issue.

Where there is a distinct conflict between a staff member and the Management, the staff member or Management can act on this as per the Grievance Procedure policy. A mediator or union representative can be brought in to discuss any concerns that have not been able to be resolved by the normal procedures.

Any contact between Management and Staff should be noted either in the daybook or via the printing and storing of emails so that they may be referred to when needed. Privacy and Confidentiality Policy will be adhered to at all times.

STAFF / PARENT.

Staff will create a comfortable and supportive environment for parents and strive for open communication and good relations with parents.

Staff and parents will treat each other with respect, courtesy and understanding.

Appropriate language is to be maintained at all times.

Staff will not be judgmental towards the parents and respect their need to use childcare.

Staff will accept parent's individual differences in raising their children and in all cultural issues.

Staff will ensure parents are greeted and farewelled in all sessions.

Staff will maintain regular, open communication with parents. Staff should inform parents personally about anything relating to their children as an on-going process. This could be praise about the child's day or activities, any problems the child might have had in the day, issues of behaviour that may have been a concern, medical conditions and so on.

Staff will regularly talk to parents about the child's interests or activities and respond to suggestions from the parents.

Staff will talk to parents about the child's cultural needs and celebrations when required and respond to these.

When parents contact the Centre to see how a child is settling in, the staff will provide the parent with information regarding the child's participation and wellbeing (see Written Programs policy)

Conversations will be maintained at a positive level.

Communication with parents will be maintained in a variety of ways such as:

Greeting and fare welling.

Emails

Personal conversations.

Notice boards.

OSHC Family Handbook.

OSHC Newsletters.

School Newsletter

Information from the Management.

Formal meetings

Staff will ensure that parents are fully aware of all lines of communication in the orientation process (see New Children Orientation policy) and ensure these are followed.

Staff will be aware of their limitations in relation to parent's problems and ensure they are referred to the appropriate people when required.

In the event that a parent/guardian continuously acts inappropriately or disrespectfully towards a staff member, the Management Committee will provide a written warning that the child's place at the Centre may be in jeopardy. The Management Committee then reserves the right to terminate the child's enrolment within the service if the parent/guardian displays continued

disrespect or inappropriate behaviour towards the staff member, where a written warning has already been received.

The staff maintain the right to ask a parent to leave the centre should they feel their communication is aggressive, inappropriate or disrespectful especially if inappropriate communication is conducted in front of children. In the event of inappropriate communication in the presence of children, the family may lose their position at the centre giving 24 hours' notice.

Parents and staff are requested to maintain confidentiality at all times (see Privacy and Confidentiality policy)

STAFF / CHILD.

Staff and children are to treat each other with respect, courtesy and understanding.

Staff will respect children's opinions and encourage their participation in the planning of the program and in establishing a code of behaviour for the Centre.

Appropriate language is to be maintained at all times.

Staff will use appropriate voice tone and level when talking to children. Shouting should be avoided.

Staff will be supportive and encouraging and communicate to children in a friendly positive and courteous manner.

Staff will initiate conversations with all children and develop an understanding of the child and their interests.

Staff will give praise and positive feedback to the children as often as possible.

Staff will form friendly and warm relationships with the children in their care.

When communicating with children staff will ensure that they are understood and to communicate at the child's level.

Children will never be singled out or made to feel inadequate at any time.

Staff will not threaten or verbally abuse the children in any way.

See Staff Professionalism policy.

STAFF / STAFF.

Staff members are to treat each other with respect, courtesy and empathy.

Appropriate language is to be used between staff at all times.

Staff are expected to work together as a team and be supportive of each other in the workplace.

Staff meetings are appropriate times to raise matters of interest or concern to other staff. The Centre Coordinator will arrange for staff contributions to be placed on the meeting Agenda.

Staff are expected to read minutes of staff meetings and to take notice of changes to Centre policy and procedures.

Staff will familiarise themselves with the content of all notices displayed around the Centre.

A staff member with concerns about the work practices or standards of another staff member will firstly approach that staff member to discuss the matter. If the matter remains unresolved, then the grievance procedures will be followed (see Grievance Procedure policy).

Staff should not unnecessarily involve parents or other staff member in their matters of grievance or complaint.

Notify issues of significance to:

NSW Early Childhood Education and Care Directorate
Department of Education and Communities via NQAITS

SOURCES

- Education and Care Services National Regulations 2011
- National Quality Standard
- My Time, Our Place Framework for School Age Care in Australia-V2.0
- Privacy Act 1988
- Network of Community Activities Factsheet – ‘Complaints/Grievance Procedures’
- Community Services (Complaints, Reviews and Monitoring) Act (1993) No.2

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