



## COMMUNICATION POLICY AND PROCEDURE

Policy number: G-1-07-2008

Version: 5

Responsible Person: BoG Chair

Endorsed by the BoG: 11-2021

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### *QUALITY AREA 6: COLLABORATIVE PARTNERSHIPS*

Family participation is an important part of making HPCH Services a true part of the community. We believe in creating an environment that is welcoming and inclusive and supports a sense of belonging for children, families, and educators.

'Partnerships are based on effective communication which builds the foundations of understanding about each other's expectations and attitudes, and build on the strength of each other's knowledge'. (My Time Our Place p: 11)

### **PURPOSE**

We encourage family participation and open communication within our OSHC Service. Families are invited to attend parent information meetings and assist with projects in keeping with our open-door policy.

We aim to ensure open communication through the enrolment and orientation process, policy and statement of philosophy review, feedback forms, parent groups, daily program, documentation, formal and informal meetings, emails, social media and website updates and conversations.

### **SCOPE**

This policy applies to children, families, staff, management, volunteers, contractors and visitors of the Out of School Hours Program

### **IMPLEMENTATION**



## Your place



We acknowledge the primary influence that families have in their children's lives and understand that effective relationships between educators and families are fundamental to achieve quality outcomes for children.

Community partnerships that focus on active communication, consultation, and collaboration also contribute to children's learning and wellbeing. Positive relationships with families help to build collaborative partnerships, as together we share a common objective and responsibility for reaching quality outcomes and goals for children.

We will provide regular information about the OSHC Service and ongoing opportunities for families to contribute in our curriculum. All staff will communicate with families in a positive and supportive manner that encourages respectful and trusting relationships.

## PROCEDURES

MANAGEMENT (PMC) WILL ENSURE:

- all families are welcomed and respected at our Service
- information communicated with families is reliable and accurate, especially if it involves the health and safety of children, employees, volunteers, contractors and visitors to the OSHC Service
- families are provided with a Family Handbook during the enrolment and orientation process
- educators provide information to families regarding the content and operation of the educational program in relation to their child, and that a copy of the educational program is available for viewing at the education and care service
- families have access to their child's developmental records describing their child's progress and identifying their strengths, skills and understandings
- families are notified of any incident, injury, trauma, or illness that affects their child whilst under the care of the Service either immediately after the incident or when they collect their child, depending on the severity of the incident. Notification must be made within 24 hours of the occurrence.
- respect, confidentiality and sensitivity are key elements of effective communication with families
- processes are in place to communicate with families for whom literacy is an issue, or for whom English is not a first language
- fact sheets and brochures are printed in required languages and are readily available for families to access an interpreter service is available to ensure communication with parents and families not hindered due to language barriers
- the Service has an administrative space that is adequate for the purpose of consulting with parents and for conducting private conversations and meetings
- families are notified of changes to OSHC Service policies at least 14 days before making changes to a policy or procedure that may have a significant impact on:





- the HPCH service's provision of education and care to any child enrolled in the service or
- the family's ability to utilise the service
- changes to the way fees are charged and collected
- families are notified of any changes to the National Regulations
- the current Education and Care Services National Regulations are available for parents to access
- the enrolment and orientation process provides families with information about the statement of philosophy, policies, and practices of the OSHC Service.
- a Parent Group is created to encourage family involvement and input into the Service's
- organisation and activities.

### THE NOMINATED SUPERVISOR AND EDUCATORS WILL:

- develop collaborative partnerships with families that involve respectful communication about all aspects of a child's learning
- inform families about the processes for providing feedback and making complaints (see Complaints Policy)
- be available for families on arrival and pick up to communicate about their child's experiences through informal discussions
- encourage families to be involved in the curriculum, providing feedback, visiting the Service, bringing in items from the home environment, and giving feedback on children's emerging interests
- encourage ongoing open and direct two-way communication with families to develop trust and a collaborative relationship
- encourage families to contribute to the continuous quality improvement progression within the OSHC Service through their involvement in the self-assessment and QIP review
- provide families with a range of communication methods which may include use of online platforms,
- emails, verbal communication, newsletters, Daily Report, sign-in sheets, Notice Board and notes sent home
- use a communication book with families as required (for example, behaviour guidance and inclusion support plans).

### FAMILIES WILL:

- provide accurate information during the enrolment process about their child including related medical and health information
- notify educators when any information changes-(Medical Management Plans, Court orders-parental orders, authorised nominee)
- participate in informal and formal interactions with educators to discuss their child's learning goals
- be encouraged to contribute to the learning program and share their culture, language and beliefs with others in the OSHC Service



## Your place



- be invited to contribute to the quality improvement process within the OSHC Service
- be invited to be involved in the parent group
- be encouraged to attend children's excursions to help meet required ratios and to support their children's knowledge of and engagement in their community
- be invited to assist with working bees held at the OSHC service
- be invited to events held periodically to help family's network and develop friendships in the local community
- be invited to review the OSHC Service policies and procedures.

## SOURCES

Australian Children's Education & Care Quality Authority. (2014).

Australian Government. Department of Education, Skills and Employment. Belonging, Being and Becoming: The Early Years Learning Framework for Australia. (2009).

Australian Government. Department of Education, Skills and Employment. My Time Out Place Framework for School Age Care in Australia (2011).

Early Childhood Australia Code of Ethics. (2016).

Education and Care Services National Regulations. (2011).

Guide to the Education and Care Services National Law and the Education and Care Services National Regulations. (2017).

Guide to the National Quality Framework (2017). (Amended 2020).

Raising Children Network Australia. (2006-2019). Effective communication with parents: professionals

<https://raisingchildren.net.au/for-professionals/working-with-parents/communicating-with-parents/communication-with-parents>

Revised National Quality Standard. (2018).

## Authorisations:

**Signature of BoG Chair:**

**Date of Approval:** 19-11-2021

