



# Woolooware Outside School Hours Care

(02) 9523 9971  
34 Wills Road, Woolooware, 2230  
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www.woshc.com

## PARTICIPATION AND ACCESS POLICY

### **POLICY STATEMENT**

Woolooware Outside School Hours Care believe that participation by parents/guardians/approved persons in issues relating to their children is important. We aim to provide a caring and supportive environment where everyone feels welcomed and valued. The Centre actively encourages open communication with parents and welcomes any input or discussions relevant to the operation of the Centre. Participation and involvement of parents in activities run by the Centre is also encouraged.

### **CONSIDERATIONS**

Education and Care Services National Regulations – R73, R74, R75, R76, R86, R111, 5157

National Quality Standard – 6.1.1, 6.1.2, 6.1.3, 6.2, 6.2.1, 6.2.2, 6.2.3

My Time Our Place: LO. 1, LO. 2, LO. 3

Other Service policies/documentation – Enrolment Policy, Dropping Off and Picking Up Policy, Communication Policy, Custody Policy, Written Programs Policy, Cultural Relevance and Anti-Bias Policy, Community Involvement Policy, Education and Care Services National Regulations (2011), Education and Care Services National Law Act (2010), Commonwealth Privacy Act 1988, Children and Young Persons (Care and Protection) Act (1998), Health Records and Information Privacy Act (2002), Office of the Children’s Guardian -Working with Children Check NSW, Family Law Act

### **PROCEDURES**

Educators will greet and farewell parents on arrival and departure and communicate with parents in a positive and supportive manner, ensuring the parents feel welcome and valued.

Educators will establish a pattern of exchange of information, communicating to parents about their child or what they did on that day that may be of interest to them.

Educators will respect individual differences in the way parents bring up their children.

Parents will be informed of all relevant issues in the Centre through direct contact, notice boards, newsletters, parent meetings, email or through the centre website.

Parents are welcome in the Centre at any time their child is attending the service unless they pose a risk to educators and/or children or have a court order preventing their contact with a child at the Centre. Educators will happily explain activities or answer any questions about the Centre to them.



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Parents need to be aware however of the educators requirement to supervise the children during the activity sessions. If parents wish to discuss or exchange detailed information about their child or the Centre with the Co-ordinator or another educator, an appointed time suitable to both will be organised.

Parents are required to communicate politely with the Centre's educators and the Centre Management Committee. Ongoing instances of inappropriate behaviour on the part of a parent may result in the child's place at the Centre being terminated.

Parents are encouraged to become involved in the Centre's activities.

We will actively seek this involvement by:

- Keeping them informed and updated on current issues in the Centre
- Asking for their assistance and participation in particular events such as assisting in the program or excursions, working bees and other special events.
- Informing them of our participation policy through the parent information booklet.
- Inform them of the Management Structure, meeting dates and how they can be involved.
- Invite parents to attend or to read a report of the AGM meeting displayed at the Centre and on the Centre Website.
- Inform them of relevant Management decisions.
- Encouraging feedback and input from parents in relation to the program, policies or other issues relating to the Centre.
- Encouraging parents to offer skills and knowledge in a variety of ways and to contribute to the diversity of experiences for the children attending the Centre.

### **Access by Non-Custodial Parent:**

If a child is subject to an access order or agreement, the service must have a copy on record plus any subsequent alteration registered by the court.

Evidence of court orders or agreements will be considered part of the enrolment in order to minimise the likelihood of distressing situations occurring in the future.

When a non-custodial parent attempts to collect a child from the Centre the educators will:

- Be polite, firm and clear and remember your primary duty is to the children in your care.
- Clarify the legal position with the non-custodial parent. For example, educators may say: 'I'm sorry but I'm not legally able to allow the child to leave with you without the permission of the custodial parent.'
- Ask the person politely to leave.
- If they refuse to leave the educators will initiate Lockdown procedures and call the Police.



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In all cases educators should be immediately aware of any unfamiliar person on the premises and find out what they want as quickly as possible. Educators will be made aware of any custodial agreements which restrict certain persons from being permitted to collect children from the Centre.

DATE ENDORSED: April 26, 2021

DATE FOR REVIEW AND EVALUATION: April 26, 2023