



(02) 9523 9971
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Woollooware Outside School Hours Care

COMMUNICATION POLICY

POLICY STATEMENT

Woollooware Outside School Hours Care will encourage positive and open communication between all parties involved in the centre. Educators, parents and Parent Committee members will be made aware of appropriate communication avenues and procedures.

CONSIDERATIONS

National Standards and Regulations 98
National Quality Standards; 6 & 7
My Time, Our Place

PROCEDURES

Educator/Staff and Parent Committee members (Approved Provider)

- Staff /educators and members of Parent Committee are to treat each other with respect, courtesy and understanding.
- Appropriate language is to be maintained at all times.
- The Coordinator (Nominated Supervisor) is the main line of communication between the educators/staff and the Parent Committee.
- Educators/Staff can raise any issues with the Parent Committee through the Coordinator. The Coordinator will ensure that this is drawn to the Parent Committee's attention through the monthly report.
- Where necessary educators/staff will be invited to Parent Committee meetings to discuss their concerns.
- Where the matter is seen as urgent, the Coordinator may raise the issue with the Parent Committee prior to the meeting and discuss if there is a need for immediate action to be taken at that time.
- If educators/staff have an issue they do not wish to address with the Coordinator they may speak/email directly to the appointed Staff Liaison officer or personally write to the Parent Committee identifying the problem and asking for the help of the Parent Committee.
- Notification or a copy of this email/letter must be given to the Coordinator.
- The issue should be raised at the next Parent Committee meeting. The educator/staff member involved will be asked to attend the meeting to personally discuss the issue.
- Where there is a distinct conflict between an educator/ staff member and the Parent Committee, the educator/staff member or Parent Committee can act on this as per the grievance procedures/guidelines. 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.

Educator/Staff and Parent

- Educators/Staff will create a comfortable and supportive environment for parents and strive for open communication and good relations with parents.
- Educators/Staff and parents will treat each other with respect, courtesy and understanding.
- Appropriate language is to be maintained at all times.
- Educators/Staff will not be judgmental towards the parents and respect their need to use childcare.
- Educators/Staff will accept parent's individual differences in raising their children and in all cultural issues.



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- Educators/Staff will ensure parents are greeted and fare welled in all sessions.
- Educators/Staff will maintain regular, open communication with parents. Educators should inform parents personally about anything relating to their children as an ongoing 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 and so on.
- Educators will regularly talk to parents about the child's interests or activities and respond to suggestions from the parents.
- Educators will regularly talk to parents about the child's cultural needs and celebrations and respond to these.
- When parents contact the centre to see how a child is settling in, educators will provide the parent with information regarding the child's participation and wellbeing.
- 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
 - Personal conversations
 - Notice boards
 - Parent handbooks
 - Emails
 - Phone
 - Newsletters
 - Information from the Parent Committee
- Educators/ Staff will ensure that parents are fully aware of all lines of communication, and ensure these are followed.
- Educators/Staff will be aware of their limitations in relation to parent's problems and ensure they are referred to the appropriate people when required.
- Parents and educators/staff are requested to maintain confidentiality at all times.

Educator / Child

- Educators and children are to treat each other with respect, courtesy and understanding.
- Educators 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.
- Educators will use appropriate voice tone and level when talking to children. Shouting should be avoided.
- Educators will be supportive and encouraging and communicate to children in a friendly positive and courteous manner.
- Educators will greet and farewell children each session.
- Educators will initiate conversations with all children, and develop an understanding of the child and their interests.
- Educators will give praise and positive feedback to the children as often as possible.
- Educators will form friendly and warm relationships with the children in their care.
- When communicating with children educators 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.
- Educators will not threaten or verbally abuse the children in any way.



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Staff / Staff (Educators)

- Educators/Staff members are to treat each other with respect, courtesy and empathy.
- Appropriate language is to be used between staff at all times.
- Educators 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 Coordinator will arrange for staff contributions to be placed on the meeting Agenda.
- Staff /educators are expected to read minutes of staff meetings and to take notice of changes to Centre policy and procedures.
- Educators/ Staff are to read the daily communication book prior to the commencement of each roster.
- 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/guidelines will be followed.
- Educators/Staff should not unnecessarily involve parents or other staff member in their matters of grievance or complaint.

DATE ENDORSED: April 26, 2021

DATE FOR REVIEW AND EVALUATION: April 26, 2023