



Coowarra Out Of School Hours
Care Services Inc

COMMUNICATION POLICY

AIM:

Coowarra OOSH aims to maintain positive and open communication between all stakeholders involved in the centre including staff, management, families, children and the wider community. Educators, parents and committee members will be made aware of appropriate communication avenues and procedures.

PROCEDURES:

Educator / Management

Educators and members of Management are to treat each other with respect, courtesy and understanding.

Appropriate language is to be maintained at all times.

The Co-ordinator is the main line of communication between the Educators and the Management.

Educators can raise any issues with the Management through the Co-ordinator. The Co-ordinator will ensure that this is drawn to the Management's attention through the monthly report and committee meeting.

Where necessary Educators will be invited to management meetings to discuss their concerns.

Where the matter is seen as urgent, the Co-ordinator 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.

If Educators have an issue they do not wish to address with the Co-ordinator they may personally write to or speak to the committee.

The issue should be raised at the next management meeting. The Educator involved will be asked to attend the meeting to personally discuss the issue.

Where there is a distinct conflict between an Educator and the Management, the Educator or Management can act on this as per the grievance procedures, 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 / Parent

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

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

Appropriate language is to be maintained at all times.

Educators will not be judgemental towards the parents and respect their need to use childcare.

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

Educators 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.

When parents contact the centre to see how a child is settling in, the Educator will provide the parents with information regarding the child's participation and well being.

Conversations will be maintained at a realistic level.

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

- * Greeting and farewelling.
- * Personal conversations.
- * Notice boards.
- * Parent handbooks.
- * Newsletters.
- * Information from the management.
- * Emails
- * Hubhello

Educators 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 are requested to maintain confidentiality at all times.



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Educator / Child

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

Educators will respect the childrens' 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 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.

Educator / Educator

Educators 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 Educators. The Co-ordinator will arrange for Educator contributions to be placed on the meeting Agenda.



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

Educators are to read the daily communication book prior to the commencement of each roster.

Educators will familiarise themselves with the content of all notices displayed around the centre.

An Educator with concerns about the work practices or standards of another Educator will firstly approach that Educator to discuss the matter. If the matter remains unresolved, then the grievance procedures will be followed.

Educators should not unnecessarily involve parents or other Educators in their matters of grievance or complaint.

Considerations

Education and Care Services National Regulations	National Quality Standard	Other Service policies/documentation
The Education and Care Services National Law		<ul style="list-style-type: none">- Parent Handbook- Staff Handbook- Coowarra OOSH policies

UPDATED AND ENDORSED: November 2022

DATE FOR REVIEW AND EVALUATION: November 2023