

Goodwood Primary School OSHC

Family Communication Policy

Version 1.2

Policy Statement

Goodwood OSHC recognises that families are the child's first and most influential educator. Collaborative relationships with 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. Goodwood OSHC is committed to promoting a friendly, comfortable and cooperative relationship between parents/ guardians and educators.

We encourage this by:

- ! Listening to parents/guardians.
- ! Fostering a spirit of co-operation between the parents/guardians of the children attending the service, the educator and the director.
- ! Supporting an environment, which is sensitive to the cultural, language and social background of families.

The service appreciates and respects the convenience of each family and their preference in communication. The service and the educators will:

- ! Offer a range of communication such as email, verbal, communal signage in the service, newsletters, sign-in sheets and notice boards.
- ! Educators will ensure that the current program is displayed.
- ! The service will survey families to gain their preference of communication and implement. Example: email, SMS, verbal etc.
- ! Families will be encouraged to be actively involved in:
 - Policy review and development.
 - Program inclusions such as cultural experiences and interest-based topics.
 - Routine or procedure changes or inclusions.

- ! The service will value the input and feedback from families and endeavour to implement as much family involvement and ideas as possible. The expertise of families is recognised and we will actively encourage families to share in decision making about their child's learning and wellbeing.
- ! Educators and management have access to space for private and confidential discussions with families. Information will be available to families about community services and resources to support parenting and family wellbeing.
- ! Educators will make themselves available for meetings with families to ensure that their needs are being addressed and met.
- ! Families will always have the Policy Folder available for their perusal and reviewal. Any comments and feedback are encouraged and will be addressed immediately by the Director.
- ! All information shared is treated as strictly confidential.
- ! Families who require interpretive services will be supported by the service in making policies and other information available in their preferred language.
- ! The service will continue developing strategies, which contribute to a partnership approach with parents to create a two-way process of knowledge and information sharing.

Parents/guardians are responsible for:

- ! Informing an educator of the child's arrival at the service.
- ! Offering suggestions to the educators on items/areas of interest to the child.
- ! Communicating with educators about special events in the child's life at home, for example the arrival of a new baby, grandparents visiting from overseas, moving to a new house.
- ! Reading service communications and emails, reading and where necessary acting on the information provided.

CONSIDERATIONS:

Section/regulation	Description
Section 175	Offence relating to requirement to keep enrolment and other documents
Regulation 85	Incident, injury, trauma and illness policies and procedures
Regulation 86	Notification to parents of incident, injury, trauma and illness
Regulation 88	Infectious diseases
Regulation 90	Medical conditions policy
Regulation 91	Medical conditions policy to be provided to parents
Regulation 92	Medication record
Regulation 99	Children leaving the education and care service premises
Regulation 102	Authorisation for excursions
Regulation 157	Access for parents
Regulation 160	Child enrolment records to be kept by approved provider and family day care educator
Regulation 161	Authorisations to be kept in enrolment record
Regulation 162	Health information to be kept in enrolment record
Regulation 168	Education and care service must have policies and procedures
Regulation 170	Policies and procedures to be followed
Regulation 171	Policies and procedures to be kept available
Regulation 172	Notification of change to policies or procedures
Regulation 177	Prescribed enrolment and other documents to be kept by approved provider
Regulation 181	Confidentiality of records kept by approved provider
Regulation 182	Confidentiality of records kept by family day care educator
Regulation 183	Storage of records and other documents

Term	Meaning	Source
ACECQA – Australian Children's Education and Care	The independent national authority that works with all regulatory	https://www.acecqa.gov.au/resources/national-quality-agenda-it-system

Quality Authority	authorities to administer the National Quality Framework, including the provision of guidance, resources and services to support the sector to improve outcomes for children.	
Enrolment	An enrolment occurs when the provider has an arrangement with an individual or organisation to provide education and care to a child.	Child care provider handbook https://www.dese.gov.au/child-care-package/ccp-resources-providers/child-care-provider-handbook
Enrolment record	<p>The approved provider must ensure that an enrolment record is kept for each child enrolled at the service, and the family day care (FDC) educator must keep an enrolment record for each child they educate and care for. The record must include:</p> <ul style="list-style-type: none"> • Full name, date of birth and address of the child. • The name, address and contact details of • each known parent of the child • any emergency contact • any authorised nominee • any person authorised to consent to medical treatment or administration of medication • any person authorised to give permission to the educator to take the child off the premises • any person authorised to authorise the education and care service to transport the child or arrange 	National Regulations (Regulations 102, 160-162) Guide to the NQF (Management of records - Children's enrolment record)
Enrolment record (cont.)		

	<p>transportation of the child.</p> <ul style="list-style-type: none">• Details of any court orders, parenting orders or parenting plan.• Gender of the child.• Language used in the child's home.• Cultural background of the child and their parents.• Any special considerations for the child, such as cultural, dietary or religious requirements or additional needs.• Authorisations for:<ul style="list-style-type: none">• the approved provider, nominated supervisor or an educator to seek medical treatment and/or ambulance transportation for the child• the service to take the child on regular outings• regular transportation of the child.• Name, address and telephone number of the child's registered medical practitioner or medical service.• Medicare number (if available).• Details of any specific healthcare needs of the child, including any medical conditions, allergies, or diagnosis that the child is at risk of anaphylaxis.<ul style="list-style-type: none">• Any medical management plan, anaphylaxis medical management plan or risk minimisation plan.• Any dietary restrictions.• Immunisation status.	
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	<ul style="list-style-type: none"> • If the approved provider or a staff member has sighted a child health record, a notation to that effect. 	
Orientation	<p>Process to support the child's transition to the service, whereby families spend time at the service with the child a few times before leaving the child on their own. The time required for orientation and settling in will vary for each child and their family.</p>	<p>ACECQA – Enrolment and orientation information sheet https://www.acecqa.gov.au/sites/default/files/2018-11/QA6_EnrolmentandOrientation.pdf</p>

Links to other policies

- ! Dealing with medical conditions in children
- ! Dealing with infectious diseases
- ! Incident, injury, trauma and illness
- ! Delivery of children to, and collection from, education and care service premises
- ! Emergency and evacuation
- ! Excursions
- ! Governance and management
- ! Interactions with children
- ! Dealing with complaints
- ! Payment of service fees and provision of a statement of fees charged by the service
- ! Priority of Access Policy
- ! Safe transportation of children

ENDORSEMENT BY THE SERVICE:

Approval date: Aug 2021

Date for Review: