



## C-12 Communication: Staff/ Management, Staff / Family, Staff / Child, Staff / Staff

### NQS

QA. 4.1	Staffing arrangements
QA. 4.2	Professionalism.
QA. 4.2.1	Professional collaboration.
QA. 4.2.2	Professional standards.
QA. 5.1	Relationships between staffs and children.
QA. 5.1.1	Positive staff to child interactions.
QA. 5.1.2	Dignity and rights of the child.
QA. 5.2	Relationships between children.
QA. 5.2.1	Collaborative learning.
QA. 5.2.2	Self-regulation.
QA. 6.1	Supportive relationships with families.
QA. 6.1.1	Engagement with the service.
QA. 6.1.2	Parent views are respected.
QA. 6.1.3	Families are supported.
QA. 6.2	Collaborative partnerships.
QA. 6.2.1	Transitions.
QA. 6.2.2	Access and participation.
QA. 7.1.2	Management systems.
QA. 7.2	Leadership.
QA. 7.2.1	Continuous improvement.

### National Regulations

Reg. 155	Interactions with children
Reg. 156	Relationships in groups
Reg. 168	Education and care service must have policies and procedures
Reg. 173	Prescribed information to be displayed

### My Time, Our Place

LO. 1	Children feel safe, secure, and supported
	Children learn to interact in relation to others with care, empathy and respect
LO. 2	Children develop a sense of belonging to groups and communities and an understanding of the reciprocal rights and responsibilities necessary for active community participation
	Children respond to diversity with respect
	Children become aware of fairness
LO. 3	Children have a strong sense of wellbeing



	Children become strong in their social and emotional wellbeing
LO. 5	Children are effective communicators
	Children interact verbally and non-verbally with others for a range of purposes

## Policy Statement

We will encourage positive and open communication between all parties involved in the Centre. Staff, parents and Committee Members will be made aware of appropriate communication avenues and procedures.

## Related Policies

- Concord OSHC Policy A-3: Philosophy
- Concord OSHC Policy A-14: Complaints
- Concord OSHC Policy A-15: Role of the Management Committee
- Concord OSHC Policy A-17: Privacy and Confidentiality
- Concord OSHC Policy A-22: Code of Conduct
- Concord OSHC Policy C-4: Staff Professionalism
- Concord OSHC Policy C-7: Grievance Procedures
- Concord OSHC Policy C-8: Disciplinary Action
- Concord OSHC Policy C-9: Relief Staff
- Concord OSHC Policy C-10: Volunteers/Students/Visitors
- Concord OSHC Policy C-13: Interactions with Children
- Concord OSHC Policy D-23: Child Management / Behaviour Guidance
- Concord OSHC Policy D-24: Exclusion for Unacceptable Behaviour
- Concord OSHC Policy E-3: Gender Equity and Inclusion
- Concord OSHC Policy E-4: Cultural Relevance / Anti-Bias

## Procedure

### Staff/ Management

Staff and members of Management are to treat each other with respect, courtesy and understanding. Appropriate language will be maintained at all times.

The Director is the main line of communication between the staff and the Management.

Staff can raise any issues with Management through the Director. The Director will ensure that this is drawn to the Management's attention through the quarterly Management Committee meeting.

Where the matter is seen as urgent, the Director may raise the issue with Management prior to the meeting via email and discuss if there is a need for immediate action to be taken at that time.

Where necessary, staff will be invited to Management Committee meetings to discuss their concerns.



If any staff member has an issue they do not wish to address with the Director, they may personally write to or contact any member of the Management Committee identifying the problem and asking for the assistance of the Committee.

Where there is a distinct conflict between a staff member and the Management Committee, the staff member or Management can act on this as per the Grievance Procedures Policy. 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.

### **Staff / Family**

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

Staff and parents will treat each other with respect, courtesy and understanding. Appropriate language will be maintained at all times.

Staff will not be judgmental towards parents and will respect their need to use childcare.

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

Staff will ensure parents are greeted and farewelled in all sessions.

Staff will maintain regular, open communication with parents. Staff should inform parents personally about anything relating to their child(ren) 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, medical conditions and so on.

Staff will regularly speak to parents about the child's interests or activities and respond to suggestions from the parents.

Staff will regularly speak 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, the staff 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
- Emails
- Personal conversations
- Notice boards
- Parent Information Booklet
- School Newsletters
- Information from Management



Staff will ensure that parents are fully aware of all lines of communication in the orientation process, and ensure these are followed.

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 staff must maintain confidentiality at all times.

In the event that a parent/guardian continuously acts inappropriately or disrespectfully towards a staff member, the Management Committee will provide a written warning that the child's place at the Centre may be in jeopardy. The Management Committee then reserves the right to terminate the child's enrolment within the service if the parent/guardian displays continued disrespect or inappropriate behaviour towards a staff member, where a written warning has already been received.

### **Staff / Child**

Staff and children are to treat each other with respect, courtesy and understanding. Appropriate language will be maintained at all times.

Staff 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.

Staff will use appropriate voice tone and level when talking to children. Shouting will be avoided.

Staff will be supportive and encouraging and communicate to children in a friendly, positive and courteous manner.

Staff will greet and farewell children each session.

Staff will initiate conversations with all children, and develop an understanding of the child and their interests.

Staff will give praise and positive feedback to the children as often as possible.

Staff will form friendly and warm relationships with the children in their care.

When communicating with children, staff 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.

Staff will not threaten or verbally abuse the children in any way.

### **Staff / Staff**

Staff are to treat each other with respect, courtesy and empathy. Appropriate language will be used between staff at all times.

Staff will be 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 Director will arrange for staff contributions to be placed on the meeting Agenda.

Staff will be expected to read minutes of staff meetings and to take notice of changes to Centre policy and procedures.

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 will be followed.

Staff should not unnecessarily involve parents or other staff member in their matters of grievance or complaint.

## Sources

- Education and Care Services National Regulations 2011
- National Quality Standard
- My Time, Our Place Framework for School Age Care in Australia
- Privacy Act 1988
- Putting Children First (NCAC) – ‘Managing Complaints’
- Network of Community Activities Factsheet – ‘Complaints/Grievance Procedures’
- Community Services (Complaints, Reviews and Monitoring) Act (1993) No.2

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