

Participation and Access

Policy Statement

We 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. Involvement of parents in activities will be actively sought and open communication constantly maintained.

Parents are encouraged to be involved in issues that relate to them and their children, through participation and discussion of all issues relevant to the running of the Service.

Policy Considerations

- National Quality Standards/Elements: 1.3.3 (Information for families), 2.2 (Safety), 6.1 (Supportive relationships with families), 6.2 (Collaborative partnerships)
- Family Law Act

Procedure

- Staff will greet and farewell parents on arrival and departure and communicate with parents in a positive and supportive manner, making the parents feel welcome and involved in their child's service.
- Staff 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.
- Staff will accept individual differences in the way parents bring up their children.
- Parents will be informed of all relevant issues in the Service through direct contact, notice posters, website and e-mail.
- Parents need to be aware of the staff's requirement to supervise the children during the activity sessions. If parents wish to discuss or exchange detailed information about their child or the Service with the Coordinator or another staff member, an appointed time suitable to both should be organised.

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 Service the staff will:

1. Be polite, firm and clear and remember their primary duty is to the children in care.
2. Clarify the legal position with the non-custodial parent. For example staff 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.'
3. Ask the person politely to leave. If they refuse to leave, staff will call the police.
4. In all cases staff should be immediately aware of any unfamiliar person on the premises and find out what they want as quickly as possible.

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Reviewed by:	Sarah Maple	Approved by:	Courtney Tanner

Kids Biz Holidays & Sports OSHC Policies & Procedures

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