

Communication

Policy Statement

We aim to maintain positive and open communication between all parties involved in the Service. Staff, parents and guardians will be made aware of appropriate communication avenues and procedures.

Procedure

STAFF / MANAGEMENT

- Staff members and the Management Team of Kids Biz OSHC are to treat each other with respect, courtesy and understanding.
- Appropriate language is to be maintained at all times.
- The Coordinator is the main line of communication between the staff and the Management Team.
- All issues/problems will be discussed and a resolution should be worked towards.

STAFF / PARENT

- Staff will create a comfortable and supportive environment for parents and strive for open communication and good relations with parents.
- Staff and carers will treat each other with respect, courtesy and understanding.
- Appropriate language is to be maintained at all times.
- Staff will not be judgmental towards the parents and respect their need to use childcare.
- Staff will accept parent's individual differences in raising their children and in all cultural issues.
- Staff will attempt to ensure parents are greeted and farewelled in a pleasant manner.
- Staff will maintain regular, open communication with parents. Staff 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 or behaviour that may have been a concern and so on.
- Staff will where necessary, talk to parents about the child's interests or activities and respond to suggestions from the parents.
- Communication with parents will be maintained in a variety of ways such as:
 - a) Greeting and farewelling
 - b) Personal conversations
 - c) Notice posters
 - d) Brochures/e-mails and Facebook.
- Staff will ensure that parents are fully aware of all lines of communication 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 are requested to maintain confidentiality at all times.

STAFF / CHILD

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

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Reviewed by:	Sarah Maple	Approved by:	Courtney Tanner

Kids Biz Holidays & Sports

OSHC Policies & Procedures

- Staff will come down to the child's level when talking and use appropriate voice tone and level when talking to children. Shouting should be avoided.
- Staff will be supportive and encouraging and communicate to children in a friendly positive and courteous manner.
- 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 communicate at the child's level.
- Staff are to enforce appropriate methods of behaviour management as a result of breaches of service rules.
- 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 are to maintain appropriate relationships with students and establish appropriate boundaries.

STAFF / STAFF

- Staff members are to treat each other with respect, courtesy and empathy.
- Appropriate language is to be used between staff at all times.
- Staff are expected to work together as a team and be supportive of each other in the workplace.
- Staff will familiarise themselves with the content of all notices displayed around the Service.
- 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 staff will approach the Coordinator for mediation/resolution, which may or may not require incident report documentation depending on the matter.
- Staff should not unnecessarily involve parents or other staff members in their matters of grievance or complaint.

KIDS BIZ STAFF / SCHOOL STAFF

- Kids Biz staff members will maintain respectful relationships with the staff members of the schools we operate from.
- School staff are encouraged to discuss any concerns they may have relating to the service, or children in care at the service, with the service Coordinator.

Document Version Control

Version Date	Changes
05/12/2018	Full review
27/08/2019	Document version history added
14/07/2020	Full review

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