

## POLICY GROUP 9 – Parent & Community Relations

Access Policy 9.1.....	2
Enrolment Policy 9.2 .....	3
Communication with Parents Policy 9.3.....	4
Communication with Community Policy 9.4 .....	6
Complaints Handling Policy 9.5.....	7
Parent Participation Policy 9.6.....	8
Holiday Policy 9.7 .....	9
Termination Policy 9.8.....	10
Community Engagement Policy 9.9.....	11
Management of Intoxicated Persons Policy 9.10.....	12
Parent/Carers Code of Conduct Policy 9.11.....	13

## Access Policy 9.1

POLICY GROUP: PARENT & COMMUNITY RELATIONSHIPS	FORMULATED: 2018
	COMPILED BY: STAFF, PARENTS & MANAGEMENT
TITLE: ACCESS POLICY 9.1	REVIEWED: 2020
	REVISED: 2020

This Service is available to all primary school age children and is primarily for those whose parents work or study. The program is designed to include children from various backgrounds e.g. cultural, religious, gender, disability, marital status and income. All sections of the community are respected, valued, catered for and encouraged to be involved in the operation of the Service.

### **RELEVANT LAWS & OTHER PROVISIONS**

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *Child Care Services Handbook (for current year)*
- *Duty of Care*
- *NQS Area: 1.1.5; 3.1.3; 4.2.1; 6.1.1, 6.1.3; 6.3.1, 6.3.3; 7.1.1; 7.2.1; 7.3.2, 7.3.4, 7.3.5.*
- *Policies: Including Children with Special/Additional Needs, Enrolment, Communication with Families.*

### **Procedures**

- If demands for places provided at this service exceed those available, priority of access will be given based on guidelines given by the Commonwealth Department of Family & Community Services.
- The program and Educators will encourage equality, cultural diversity and will attempt to understand individual children's backgrounds and provide opportunities that are sensitive to their needs.
- To enable children to participate in the range of activities at the Service, the Coordinator will invite and encourage all parents /guardians and their children to meet with staff regularly to agree how the service can adequately meet the needs of each child.
- Children going into high school will only be able to attend up until the Christmas break of their final year in primary school. The Coordinator may assess individual circumstances to allow children to attend past this point.
- Any family that has a permanent enrolment. However, appears to be consistently absent for extended periods of time and is unable to produce a Drs letter confirming child has been ill. May have their bookings cancelled and offered to families on a waiting list. This will be at the discretion of the Coordinator or Assistant Coordinators in her absence.
- Centre waiting list will be regularly reviewed and places offered to those families as they become available.
- If families choose to decline on a position offered they will then be removed to the bottom of the waiting list.

## Enrolment Policy 9.2

POLICY GROUP: PARENT & COMMUNITY RELATIONSHIPS	FORMULATED: 2018  COMPILED BY: STAFF, PARENTS & MANAGEMENT
TITLE: ENROLMENT POLICY 9.2	REVIEWED: 2020  REVISED: 2020

The Service uses enrolment procedures to obtain all appropriate information about the specific needs of each child and to impart appropriate information to parents & guardians.

### **RELEVANT LAWS & OTHER PROVISIONS**

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *Child Care Services Handbook (for current year)*
- *Duty of Care*
- *NQS Area: 1.1.5; 3.1.3; 4.2.1; 6.1.1, 6.1.3; 6.3.1,6.3.3; 7.1.1; 7.2.1; 7.3.2, 7.3.4, 7.3.5.*
- *Policies: Including Children with Special/Additional Needs, Enrolment, Communication with Families*

### **Procedures**

- Enrolment forms will be prepared and regularly updated by the service to seek all required information in accordance with these policies and procedures.
- Enrolment forms are to be submitted via the online portal
- The Coordinator or Assistant Coordinator will explain all enrolment procedures to potential customers
- The enrolment process will commence with an initial meeting between parents and the Coordinator or Assistant Coordinators.
- To enable the service to fulfil its Duty of Care responsibilities to the child and comply with these policies and procedures, the following information in relation to children is requested from parents / guardians. All children's records are kept in an accessible and secure place
  - Personal details
  - Relevant medical details
  - Relevant parental residential details
  - Authorisations for child collection
  - Any custody or court orders
  - Centrelink reference numbers
  - Contact details (parents/ caregivers/ alternate contacts)
  - Doctors details
  - Any special dietary, medical, religious, cultural, emotional or physical considerations
- Enrolment forms shall also include the written consent of the Parent / Guardian for the use of information by the service in keeping with this information handling policy.
- The service cannot provide its services to a child and may refuse to do so if the parent refuses to complete the enrolment form with information required for the child.
- All information obtained through the enrolment form will be kept in the strictest of confidence and used only for the purposes for which it is obtained.

## Communication with Parents Policy 9.3

POLICY GROUP: PARENT & COMMUNITY RELATIONSHIPS	FORMULATED: 2018  COMPILED BY: STAFF, PARENTS & MANAGEMENT
TITLE: COMMUNICATION WITH PARENTS POLICY 9.3	REVIEWED: 2020  REVISED: 2020

The Service encourages communication with and participation by the parents/ guardians because it enhances the service we provide. Parents are welcome to attend the service or talk to staff during operation hours. We encourage parents to voice any concerns in a way that will assist us to provide a better service for all children and families.

### **RELEVANT LAWS & OTHER PROVISIONS**

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *NQS Area: 1.1.4, 1.1.5; 2.1.1, 2.1.4; 2.2.1, 2.2.2; 4.1; 4.2.1; 6.1; 6.2; 6.3.2, 6.3.3; 7.1.5; 7.2.1, 7.2.3; 7.3.1, 7.3.2, 7.3.4, 7.3.5.*
- *Policies: Arrivals and Departures of Children, Behaviour Support and Management, Exclusion for Behavioural Reasons, Including Children with Special/Additional Needs, Use of Photographic and Video Images of Children, Bookings and Cancellations, Homework, Excursions, Extra-curricular Activities, Escorting Children, Infectious Diseases, Medication, Food and Nutrition, Sun Safety, Anaphylaxis Management, Asthma, Enrolment, Complaints Handling, Fees, Information Handling (Privacy and Confidentiality), Information Technology, Court Orders and the Release of Children in Care.*

### **Procedures**

- For new families at the Service, the first point of contact will be the Coordinator or Assistant Co-ordinator, who will meet the parents / guardians and the child to discuss the Service and the child's needs and to answer any questions.
- All parents / guardians will be provided with a parent handbook which outlines policies and procedures on the first meeting or as soon as reasonably possible after it.
- Parents / guardians will be encouraged to meet with the Coordinator by appointment, to discuss any concerns with respect to their child.

Information for parents will also be communicated through

- monthly P & C meetings
- Meetings with Coordinator or Co-ordinator
- Parent noticeboard
- Memos to families
- Mobile whiteboard
- Facebook Page
- Communication through Xplor Kiosk
- Emails
- Letters
- Verbally
- Children behaviour books

- Parents will be informed of changes to Centre Policies and Procedures after they have had input into the amendments. New policies will be displayed at parent sign in area / emailed to parents and hard copies can be given upon request.

## Communication with Community Policy 9.4

POLICY GROUP: PARENT & COMMUNITY RELATIONSHIPS	FORMULATED: 2018 COMPILED BY: STAFF, PARENTS & MANAGEMENT
TITLE: COMMUNICATION WITH COMMUNITY POLICY 9.4	REVIEWED: 2020 REVISED: 2020

The Service is part of its local community and it seeks to act as a responsible neighbour and community member, both in the interest of its community and to enhance the experience of children as members of the community

### **RELEVANT LAWS & OTHER PROVISIONS**

- Education and Care Services National Law Act, 2010 and Regulations 2011
- NQS Area 6.1.2, 6.2.2, 6.3.1, 6.3.3, 6.3.4,
- Policies: Reporting Guidelines and Directions for handling disclosures and suspicions, Excursion, Extra curricula activities, Community engagement policy, Educational Program Planning

### **Procedures**

- The Coordinator is responsible for ensuring that the Service holds current contacts and information relating to community resources.
- The Centre has a parent notice board area which displays information, the service facebook page will distribute community events and other community interests.
- The Centre is managed by The Ironside State School P & C Association which holds monthly meetings and is open for any member of the community to attend.
- Members of the community will have free access to meet with the Coordinator by appointment to discuss any issues or concerns in respect to the Service.
- The Coordinator will treat all enquires and concerns, and the people making them, seriously and with respect will endeavour wherever possible to answer questions and provide required information. Confidentiality will be maintained always and as appropriate.
- The Coordinator or Educational Leader will have communications and build rapport with community organisation through bookings of activities during the school holiday period.
- Any grievances or concerns from community members or organisations are to be directed to the Coordinator to be dealt with.

## Complaints Handling Policy 9.5

POLICY GROUP: PARENT & COMMUNITY RELATIONSHIPS	FORMULATED: 2018 COMPILED BY: STAFF, PARENTS & MANAGEMENT
TITLE: COMPLAINTS HANDLING POLICY 9.5	REVIEWED: 2020 REVISED: 2020

The Service invites comments and complaints from children, parents / guardians, staff and the community, to ensure that Ironside OSHC provides a service that is keeping within these policies and procedures along with other applicable requirements. The service respects and considers all complaints, which require a resolution, seriously and attempts to find a satisfactory resolution wherever possible

### RELEVANT LAWS & OTHER PROVISIONS

- Education and Care Services National Law Act, 2010 and Regulations 2011
- NQS Area 1.1.5, 4.2, 4.2.1, 4.2.2, 4.2.3, 5.1, 5.1.1, 5.2.2, 5.2.3, 6.1, 6.1.2, 6.2.1, 7.3.1, 7.3.2, 7.3.3, 7.3.4,
- Policies: Respect for children, Staff grievance, Communication with Parents, Communication with Community, Information Handling and confidentiality of records, Management code of conduct

### Procedures

- The Coordinator/ Assistant Co-ordinator shall be the first point of contact for all complaints
- However, the complainant will have direct access to the management committee, and the Coordinator will permit and if appropriate encourage the complainant to do so if:
  - The complaint is about the conduct of the Coordinator or Coordinators
  - The complainant is not comfortable taking the complaint to the Coordinator
  - The complainant is not satisfied with the Coordinators handling of the complaint
  - The complaint is in regard to the management administration policy
- For this purpose, parents and others will be given the details of the committee if requested. Otherwise the complaint can be made in writing and passed on to the Executive.
- The Coordinator will if possible, ensure that an Assistant Co-ordinator or Responsible person is present when discussing a complaint from a parent, member of the public or a member of staff.
- A record of the complaint will be kept for future reference
- The Coordinator will seek to resolve all genuine and reasonable complaints in the most appropriate way possible in consultation with the complainant
- Discussions with the complainant are not to be conducted in the presence of the children, other parents, educators and heated discussion are to be avoided as far as possible
- Educators, Coordinators or any person any point to be intimidated or bullied by another person within the service
- The service will where possible follow the centres grievance policy when dealing with complaints.

## Parent Participation Policy 9.6

POLICY GROUP: PARENT & COMMUNITY RELATIONSHIPS	FORMULATED: 2018
	COMPILED BY: STAFF, PARENTS & MANAGEMENT
TITLE: PARENT PARTICIPATION POLICY 9.6	REVIEWED: 2020
	REVISED: 2020

We endeavour to provide numerous opportunities for parents and families to spend time with their children and participate in the functioning of the Centre

### **RELEVANT LAWS & OTHER PROVISIONS**

- Education and Care Services National Law Act, 2010 and Regulations 2011
- NQS Area 1.1.1, 1.1.2, 1.1.4, 6.1, 6.1.2, 6.2, 6.2.1, 6.2.2, 6.3.2, 6.3.4,
- Policies: Respect for Children, Behavioral support and management policy, Anti-bias and inclusion policy, Inclusion of children with special needs, educational programs, Observational recording, Medication policy, Access policy, Enrolment policy, Communication with parents, Complaints handling.

### **Procedures**

- We recognise that parents are the child's most important teachers and caregivers, and when close cooperation and partnership between parents and Educators of the Centre occurs the needs of the children are fully met.
- We appreciate that time is precious to parents with their busy lifestyles, however we offer them the opportunity to spend as much time as they can manage to join us at the Centre.

Parents can participate in the service by:

- Contributing ideas to the menu or the program, informing Educators of their child's interest, strengths and weaknesses makes it possible for us to cater for all children in our weekly programs.
- Assisting with the formulation and revising of centre policies.
- Sharing ideas for centres Quality Improvement Plan
- Donating appropriate useful resources such as recycled materials, dress ups etc.
- Volunteering time to assist with activities or sharing their expertise in various areas.
- Sharing their family's culture through experiences and activities that are held at the service



## Holiday Policy 9.7

POLICY GROUP: PARENT & COMMUNITY RELATIONSHIPS	FORMULATED: 2018
	COMPILED BY: STAFF, PARENTS & MANAGEMENT
TITLE: HOLIDAY POLICY 9.7	REVIEWED: 2020
	REVISED: 2020

We understand the importance of families spending quality time together and having time off during the year for family holidays. However, where children are booked in on a permanent basis fees will still be charged if they do not attend the service.

### **RELEVANT LAWS & OTHER PROVISIONS**

- [Education and Care Services National Law Act, 2010 and Regulations 2011](#)
- [NQS Area](#)
- [Policies](#)

### **Procedures**

Parents must give the Coordinator notice of impending holidays of at least 2 weeks where possible

Parents are reminded that the childcare benefit only entitles them to a certain amount of absences each year. This includes sick leave, holidays, and general absences.

Parents/caregivers will be made aware that fees will still be charged for these days.

However, holidays that are taken in blocks of 1 or 2 weeks will be offered half price fees during this time.

Families will be entitled to 4 weeks half fees holidays per year, any additional leave will be required to pay full fees.

It is extremely important that parents keep track of the allowable absences their child has accumulated. Once the allowable absences have reached the limit the Centrelink rebate will be cancelled.

Families will only be charged for Vacation Care holiday period if they book in for care during this time. No BSC or ASC fees are charged during the school holiday periods.

The service will automatically close for 2 weeks over the Christmas period each year. No charge of fees will be incurred during this time.

## Termination Policy 9.8

POLICY GROUP: PARENT & COMMUNITY RELATIONSHIPS	FORMULATED: 2018 COMPILED BY: STAFF, PARENTS & MANAGEMENT
TITLE: TERMINATION POLICY 9.8	REVIEWED: 2020 REVISED: 2020

Notice must be given to the Coordinator either in writing or verbally if care is being cancelled or bookings are to be altered. This is to be sent via email to the administrator at [contactus@ironsideoshc.org.au](mailto:contactus@ironsideoshc.org.au)

### **RELEVANT LAWS & OTHER PROVISIONS**

- [Education and Care Services National Law Act, 2010 and Regulations 2011](#)
- [NQS Area 6.1.1, 6.1.2, 6.1.3, 6.2.1, 7.3.5](#)
- [Policies: Bookings and cancelations, Enrolment Policy, Communication with Parents policy, Fees policy](#)

### **Procedures**

- Any request for changes, additions or cancelations of days in which a child is enrolled must be made to the Coordinator or the centre Administrator
- The Centre will not swap days where there are permanent bookings. If an additional day is required, it will be booked as a casual booking and the account will be charged accordingly.
- If children do not attend a session of care where they are booked in permanently, they will be marked as absent and the account will be charged the normal fee.
- Care will be terminated if fees are not up to date.
- Families that book in as a casual booking must give 48hrs notice of cancelation or they will be required to pay the fee for that session of care booked.
- Families that fail to follow centres policies or procedures may have care terminated as a result
- Bookings that are permanent and then rarely used will be terminated to make room for those families that require care on a regular basis.
- Any family that arrives outside the centre closing time of 6pm on a regular basis will receive a late collection fee and may have care suspended until arrangements can be made for children to be collected within the centre business hours

## Community Engagement Policy 9.9

POLICY GROUP: PARENT & COMMUNITY RELATIONSHIPS	FORMULATED: 2018 COMPILED BY: STAFF, PARENTS & MANAGEMENT
TITLE: COMMUNITY ENGAGEMENT POLICY 9.9	REVIEWED: 2020 REVISED: 2020

Ironsides OSHC values the important role that the community has in the overall development, understanding and awareness of children. For this reason, the Service shall endeavour to engage with the local and wider community in mutually beneficial and supportive relationships to support children's lifelong learning and recreational enrichment

### **RELEVANT LAWS & OTHER PROVISIONS**

- Education and Care Services National Law Act, 2010 and Regulations 2011
- NQS Areas 6.2.2, 6.3.1, 6.3.3, 6.3.4
- Policies Respect for Children Policy, Protection of Children Policy, Anti-Bias and Inclusion Policy, Educational Program policy, Program Evaluation Policy, Excursion Policy, Transport for excursions Policy, Homework Policy, Access Policy, Enrolment Policy, Communication with Parents policy, Communication with Community Policy,

### **Procedures**

- Accessible Community Resources,
- The methods in which such resources can be utilised e.g. excursions, incursions, support activities etc
- How such Community engagement will support the overall objectives of the service and program delivery
- When such Community resources may be able to be utilised throughout the year.
- The Coordinator, Management and Educators shall identify local community resources where mutually beneficial and supportive relationships require establishment or enhancement.
- The Coordinator, Management and Educators shall assist families by encouraging children to participate in outside OSHC activities whilst attending the service
- The service will charge an additional fee of \$5.00 per family per day for any extracurricular activities that staff are required to escort children to and from on a daily basis.

## Management of Intoxicated Persons Policy 9.10

POLICY GROUP: PARENT & COMMUNITY RELATIONSHIPS	FORMULATED: 2018  COMPILED BY: STAFF, PARENTS & MANAGEMENT
TITLE: MANAGEMENT OF INTOXICATED PERSONS POLICY 9.10	REVIEWED: 2020  REVISED: 2020

On occasion, senior employees of Ironside OSHC may need to exercise duty of care in managing situations. These occasions as described by this policy may include those in which it is suspected that children may be released into the care of an intoxicated person or person under the influence of drugs. An employee of the service suspected of being under the influence of drugs, alcohol or other substance shall be referred to the "fit for work" policy and procedure. Any person who is not an employee of the service shall be requested to follow the policy and procedure as described.

Under no circumstances would the service recommend that unfit persons take on duty of care for children unless the following procedures have been duly considered.

### **RELEVANT LAWS & OTHER PROVISIONS**

- [Education and Care Services National Law Act, 2010 and Regulations 2011](#)
- [NQS Area 2.3.1, 2.3.2, 2.3.3, 2.3.4, 6.1.3, 6.2.2, 6.3.1](#)
- [Policies Respect for Children Policy, Protection of Children Policy, Arrivals and departures, Reporting of Child Abuse Policy, Reporting Guidelines and Directions for Handling Disclosures and Suspicions of Harm, Child safe environment, Harassment and Lockdown, Roles and Expectations of Educators, Enrolment Policy, Communication with Parents, Communication with Community, Parent/Carers Code of Conduct](#)

### **Procedures**

- The family shall maintain the parental responsibility under the relevant acts and provisions to care for their children. In this case the parent shall:
- Understand and follow all laws regarding the collection and care of school age children and any individual service laws that they select of their own accord to use.
- Should the Person in Charge reasonably suspect that the parent, guardian or person authorised to collect the child is under the immediate influence of alcohol, drug or other substance he/she shall:
  - Try to discuss concerns with parent, guardian or authorised person;
  - If a person other than the parent is collecting the child, then a parent will be contacted to discuss concerns;
  - Only release the child if required to by law;
  - Call the police if an immediate threat to the welfare and wellbeing of children/and or family exists.
  - Offer to call a taxi for the intoxicated person and notify the destination to be taken.
  - At no point should any member of staff put their own welfare in jeopardy during this time.

## Parent/Carers Code of Conduct Policy 9.11

POLICY GROUP: PARENT & COMMUNITY RELATIONSHIPS	FORMULATED: 2018
	COMPILED BY: STAFF, PARENTS & MANAGEMENT
TITLE: PARENT/CARERS CODE OF CONDUCT POLICY 9.11	REVIEWED: 2020
	REVISED: 2020

The Service Strives to provide a safe and healthy workplace for employees and a caring and supportive environment for children and families. The Service expectations of parent conduct whilst attending the service are clearly explained in the parent information package and are further supported by this policy.

### **RELEVANT LAWS & OTHER PROVISIONS**

- Education and Care Services National Law Act, 2010 and Regulations 2011
- Child Protection Act 1999 and Regulations 2003
- Duty of Care
- NQS Area 6.1.1, 7.1.1, 7.3.2, 7.3.4
- Policies; Protection of Children Policy, Arrivals and Departures of Children, Harassment and Lockdown, Employee Orientation and Induction, Communication with Parents, Communication with Community, Management of Intoxicated or drug affected Persons

Parents/Guardians shall be expected to communicate appropriately with all educators whilst dropping off or collecting their children, or other children as per authorisation. Appropriate communication shall include, but not be limited to:

- Appropriate Language
- Calm and considerate tone.
- Be of sound mind
- Be of clear mind and not under the influence of any substances

Parents shall not be permitted to discipline verbally or in any other way the children of other families. Should a parent have an issue or concern regarding the conduct of another child, family, employee, incident, or procedure, they shall follow appropriate grievance procedures as outlined in this manual.

Parents/ Guardians who consistently breach the conduct expected of them whilst engaging with the service may be exposed to appropriate consequences which may result in the suspension of their family's enrolment with the Service.

The Police may be notified if Parent/Guardian conduct within the service is threatening or violent. At no point shall any person be humiliated, verbal abused or threatened at Ironside OSHC.

Families are also asked to follow the expected guidelines when dealing with behaviour concerns of their own children. The centre will not stand or tolerate any form of physical or emotional abuse from any persons regarding a child they are caring for.