OSHC Communication Policy

Purpose:

- To promote effective communication between all families and service and to encourage participation of families and the community in activities, program development and policies.

Rationale:

Gembrook Primary School OSHC program is committed to providing an efficient program that meets the needs of busy families, this requires timely and thorough communication.

Scope:

The Children's Services Act 1996 and the Children's Services Regulations of 2009 requires Gembrook Primary school OSHC to implement a Communication Policy

Definitions:

OSH - Outside School Hours Care

Protocol/Procedure:

Gembrook Primary School OSHC shall:

- Provide written information via newsletter, email, website and tiqbiz.
- Respond to telephone messages in a timely manner
- Communicate any changes to staffing, availability or fees in a timely manner.
- Access interpreter services as required by the families using the service.
- Take time to interact with each family to share information between home and the service.
- Encourage families to have involvement in reviewing service policies
- Handle complaints in accordance with the Grievance Policy.

Families shall:

- Communicate any changes to their child’s care
- Communicate changes to their booking requirements to the school office as soon as is practicable.
- Ensure the information on the enrolment form is accurate and complete
- Handle complaints in accordance with the Grievance Policy.
Related Policy

Grievance Policy

References/Legislation

Children's Services Act 1996

Children's Services Regulations 2009

Policy History:

<table>
<thead>
<tr>
<th></th>
<th>Date</th>
<th>Creator</th>
<th>Action</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.1</td>
<td>24/07/2013</td>
<td>K. Peterson</td>
<td>Created</td>
<td></td>
</tr>
<tr>
<td></td>
<td>24/7/2014</td>
<td>K. Peterson</td>
<td>Revised</td>
<td>30/7/2014</td>
</tr>
<tr>
<td></td>
<td>12/2/2015</td>
<td>K. Peterson</td>
<td>Revised</td>
<td>For review 25/2/2016</td>
</tr>
</tbody>
</table>